

State of Hawaii
Department of Human Services
Social Services Division
Social Services Office

Request for Proposals

RFP No.: SSD-13-POS-4000-SW

Services: Imua Kākou
(“let’s move forward,” or “moving forward together”)
Comprehensive IL (independent living) and Voluntary
Care (VC) to 21 Services

STATEWIDE

RFP Posting Date: April 4, 2014

RFP Proposal Submission Deadline:

May 5, 2014

By 4:30 p.m., Hawaii Standard Time (HTS)

Note: *It is the Applicant’s responsibility to check the Public Procurement Notice Website for Solicitations or Health and Human Services RFPs on the State Procurement Office website, or contact the RFP point-of-contact identified in the RFP for any addenda issued to this RFP. The State shall not be responsible for any incomplete proposal submitted as a result of missing addenda, attachments or other information regarding the RFP.*

NEIL ABERCROMBIE
GOVERNOR



PATRICIA McMANAMAN
DIRECTOR

BARBARA A. YAMASHITA
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
Social Services Division/Support Services Office
Purchase of Services & Grant Management Unit
810 Richards Street, Suite 4000
Honolulu, Hawai'i 96813
April 4, 2014

MEMORANDUM

TO: RFP Proposal Applicants

FROM: Mona Maehara, Division Administrator
Social Services Division

SUBJECT: REQUEST FOR PROPOSALS (RFP)

The State of Hawai'i, Department of Human Services (DHS), Social Services Division, is currently soliciting proposals from qualified Applicants to provide Imua Kakou – Voluntary Care to 21 services. The Request for Proposals (RFP) to provide these services to young people, ages eighteen (18) through twenty (20) is being issued under the provisions of Chapter 103F of the Hawaii Revised Statutes and its Administrative Rules.

Attached is RFP No.: SSD-13-POS-4000-SW-Statewide for the Imua Kākou service (RFI formerly known as the Independent Living Program and Voluntary Care to 21 services). Please see the "Proposal Submission Information Sheet" for important proposal submission information.

An RFP Orientation will be held on April 14, 2014, from 8:30 a.m. to 12:00 p.m., Hawai'i Standard Time (HST). See Section 1, 1.7, Orientation of the RFP for further information. All prospective Applicants are encouraged to attend the Orientation. For further information about the Orientation, to participate by via teleconference, or for special accommodations, please contact Cyndy Pierce, POS Program Specialist/RFP Contact Person, at: (808) 587-3168 or by email at: cpierce@dhs.hawaii.gov. For participation via teleconference, please notify Ms. Pierce at least two days before the Orientation.

For questions regarding this RFP, see Section 1, item 1.8, Submission of Questions, of the RFP, for information on the question and answer process.

Thank you for your interest. The DHS looks forward to receiving and reviewing your proposals.

PROPOSAL SUBMISSION INFORMATION SHEET
PROPOSAL SUBMISSION DEADLINE: May 5, 2014

THE APPLICANT IS **REQUIRED** TO SUBMIT:

**ONE (1) ELECTRONIC COPY OF THE PROPOSAL IN PORTABLE
DOCUMENT FORMAT (PDF)**

AND

**ONE (1) PRINTED ONE-SIDED-PAGE ORIGINAL SET, PLUS TWO (2)
PRINTED COPY SETS OF THE PROPOSAL.**

Proposals submitted by facsimile (fax) will not be accepted.

**DEADLINE FOR SUBMISSION OF PROPOSALS IS MAY 5, 2014,
NO LATER THAN BY 4:30 P.M., HAWAII STANDARD TIME (HST).**

THE COMPLETE PROPOSAL SUBMISSION SHALL CONSIST OF **BOTH** THE ELECTRONIC COPY OF THE PROPOSAL IN PORTABLE DOCUMENT FORMAT (PDF), **AND** ONE (1) PRINTED ONE-SIDED-PAGE ORIGINAL SET, **PLUS** TWO (2) PRINTED COPY SETS OF THE PROPOSAL. A PROPOSAL WHEREBY THE ELECTRONIC COPY IN PDF; OR THE ONE (1) PRINTED ONE-SIDED-PAGE ORIGINAL SET, **PLUS** TWO (2) PRINTED COPY SETS OF THE PROPOSAL, ARE NOT RECEIVED WITHIN THE ESTABLISHED TIMELINE SHALL BE CONSIDERED INCOMPLETE AND SHALL **NOT BE ACCEPTED** FOR CONSIDERATION. ALL SUBMISSIONS SHALL BECOME THE PROPERTY OF THE DEPARTMENT OF HUMAN SERVICES.

THE **ELECTRONIC COPY IN PDF** SHALL BE SUBMITTED BY **HAND DELIVERY**. **HAND DELIVERY IS CONSIDERED ONE OF THE FOLLOWING:**

- 1) DELIVERED IN PERSON TO THE DHS OFFICE;
- 2) DELIVERED VIA EMAIL TO POS POSMAILBOX: ssdposmailbox@dhs.hawaii.gov; OR,
- 3) DELIVERED BY PRIVATE MAIL DELIVERY SERVICE, SUCH AS DELIVERED BY FEDEX OR UPS.

THE **HAND-DELIVERED** ELECTRONIC COPY IN PDF, AS SUBMITTED BY ANY ONE OF THE THREE WAYS DETAILED ABOVE, SHALL BE **HAND-DELIVERED TO AND RECEIVED AT THE DHS OFFICE BY MAY 5, 2014, NO LATER THAN 4:30 P.M., HAWAII STANDARD TIME (HST).** **NO EXCEPTIONS WILL BE MADE.**

IF **HAND-DELIVERED IN PERSON** OR **HAND-DELIVERED BY PRIVATE MAIL DELIVERY SERVICE** TO THE DHS OFFICE, THE ELECTRONIC COPY IN PDF SHALL BE:

- ON A UNIVERSAL SERIAL BUS (USB) FLASHDRIVE/THUMBDRIVE OR A COMPACT DISC (CD);

- READABLE BY A PERSONAL COMPUTER SYSTEM (PCS).
- THE USB OR CD SHALL BE RECEIVED AT THE DROP-OFF SITE LISTED BELOW.

IF SUBMITTED BY EMAIL, THE ELECTRONIC COPY IN PDF MAY BE SENT TO THE FOLLOWING EMAIL ADDRESS: ssdposmailbox@dhs.hawaii.gov:

- 1) THE APPLICANT BEARS COMPLETE RESPONSIBILITY FOR THE SUBMISSION OF THE ELECTRONIC COPY OF THE PROPOSAL IN PDF;
- 2) THE APPLICANT BEARS THE FULL AND EXCLUSIVE RESPONSIBILITY FOR ASSURING THE COMPLETE, CORRECTLY FORMATTED, AND TIMELY SUBMISSION OF THE ELECTRONIC PROPOSAL COPY IN PDF;
- 3) THE APPLICANT ASSUMES ALL RISK THAT PROPOSAL SUBMISSION IN PDF MAY NOT BE READABLE BY THE DHS;
- 4) THE APPLICANT SHALL ASSURE THAT THE ELECTRONIC PROPOSAL COPY IN PDF SHALL BE PROPERLY SAVED IN A FORMAT THAT IS READILY-, FULLY-, AND CONTINUOUSLY-ABLE TO BE TRANSMITTED TO A COPIER AND PRINTED, WITHOUT EFFECTING INTERRUPTIONS, SUCH AS REQUIRING DIFFERENT RESOURCES, DUE TO NEEDING ALTERNATE PAPER SOURCE (LEGAL/LETTER), ALTERNATE LAYOUT (PORTRAIT V.S. LANDSCAPE), ETC.

THE PRINTED ONE-SIDED-PAGE ORIGINAL SET, PLUS TWO (2) PRINTED COPY SETS OF THE PROPOSAL, SHALL BE SUBMITTED BY HAND DELIVERY OR MAIL DELIVERY.

- 1) HAND DELIVERY IS CONSIDERED ONE OF THE FOLLOWING:
 - a. DELIVERED IN PERSON TO THE DHS OFFICE; OR,
 - b. DELIVERED BY PRIVATE MAIL DELIVERY SERVICES, SUCH AS, FEDEX OR UPS.
 - c. IF SUBMITTED BY HAND DELIVERY, THE PRINTED ONE-SIDED-PAGE ORIGINAL SET, PLUS TWO (2) PRINTED COPY SETS SHALL BE RECEIVED ON MAY 5, 2014, NO LATER THAN 4:30 P.M., HAWAII STANDARD TIME (HST), AT THE DROP-OFF SITE LISTED BELOW. **NO EXCEPTIONS WILL BE MADE.**
- 2) MAIL DELIVERY IS THROUGH THE UNITED STATES POSTAL SERVICE (USPS)
 - a. IF SUBMITTED BY MAIL DELIVERY, THE ORIGINAL PRINTED ONE-SIDED-PAGE ORIGINAL SET, PLUS TWO (2) PRINTED COPY SETS SHALL BE POSTMARKED BY THE USPS BY MAY 5, 2014;
 - b. AND RECEIVED/DELIVERED WITHIN TEN (10) CALENDAR DAYS OF POSTMARKED DATE OF MAY 5, 2014; AND/OR NO LATER THAN BY 4:30 P.M., HAWAII STANDARD TIME (HST), ON MAY 15, 2014, AT THE ADDRESS LISTED BELOW. **NO EXCEPTIONS WILL BE MADE.**

ALL SUBMISSION BY HAND DELIVERY (IN PERSON TO THE DHS OFFICE OR BY PRIVATE MAIL DELIVER SERVICE) AND ALL SUBMISSIONS BY MAIL DELIVERY (BY USPS) SHALL BE:

- 1) ENCLOSED IN A SEALED ENVELOPE.
- 2) A COVER-SHEET SHALL BE INCLUDED IN THE ENVELOPE STATING:
 - a. THE RESPECTIVE RFP NUMBER;
 - b. THE NAME OF THE APPLICANT SUBMITTING THE PROPOSAL;
 - c. THE CONTENTS OF THE ENVELOPE; AND NUMBER OF PAGES OF THE CONTENTS.

ANY ELECTRONIC COPY IN PDF OF THE PROPOSAL THAT IS SUBMITTED BY **HAND DELIVERY** OR VIA EMAIL TRANSMISSION SHALL INCLUDE AN EMAIL COVER-SHEET STATING:

- 1) THE RESPECTIVE RFP NUMBER;
- 2) THE NAME OF THE APPLICANT SUBMITTING THE PROPOSAL;
- 3) THE CONTENTS AND NUMBER OF PAGES OF THE SUBMISSION.

DROP-OFF SITE FOR HAND DELIVERY AND MAIL DELIVERY ADDRESS:

Department of Human Services

Social Services Division

Purchase of Services (POS) & Grant Management (GM) Unit

810 Richards Street, Suite 400

Honolulu, Hawaii 96813

EMAIL DELIVERY ADDRESS:

ssdposmailbox@dhs.hawaii.gov

RFP CONTACT PERSON:

Cyndy Pierce

POS Program Specialist

Phone: (808) 587-3186

Email: cpierce@dhs.hawaii.gov

PLEASE BE ADVISED:

- 1) A complete proposal consists of **BOTH** the electronic copy in PDF **AND** the printed one-sided-page original set, plus two (2) printed copy sets received within specified timelines.
- 2) The electronic copy in PDF shall be received by **no later than 4:30 p.m., Hawaii Standard Time (HST), on May 5, 2014,**
- 3) **If not accompanying** the hand delivered (in person, by private mail delivery service, or by email transmission) **electronic copy in PDF, WHICH MUST BE DELIVERED NO LATER THAN 4:30 P.M. ON MAY 5, 2014, the printed one-sided-page original set, plus two (2) printed copy sets,** shall be postmarked by the USPS by **May 5, 2014 AND** shall be received **no later than 4:30 p.m., Hawaii Standard Time (HST), on May 15, 2014.**
- 4) Hand delivery attempted **anytime after 4:30 p.m., Hawaii Standard Time (HST), on May 5, 2014,** will **not** be accepted.
- 5) Mail delivery received and postmarked after **May 5, 2014; or** postmarked by **May 5, 2014,** but received **after 4:30 p.m., Hawaii Standard Time (HST), on May 15, 2014,** will **not** be accepted.
- 6) Proposals sent by facsimile (fax) will **not** be accepted.

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Section 1

Administrative Overview

The Applicant is encouraged to read each section of the RFP thoroughly. While sections such as the Administrative Overview may appear similar among RFP's, state purchasing agencies may add additional information as applicable. It is the responsibility of the Applicant to understand the requirements of a specific RFP.

1.1 Procurement Timetable

Note: The Procurement Timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a Notice to Proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	04/04/2014
Distribution of RFP	04/04/2014
RFP orientation session (ICSD VCC rooms reserved)	4/14/2014
Closing date for submission of written questions for written responses	4/17/2014
State purchasing agency's response to applicants' written questions	4/25/2014
Discussions with applicant prior to proposal submittal deadline (optional)	As needed
Proposal submittal deadline	5/05/2014 NLT 4:30 PM HST
Discussions with applicant after proposal submittal deadline (optional)	As needed
Final revised proposals (optional)	As needed
Proposal evaluation period	5/12-16/2014
Provider selection	5/16/2014
Notice of statement of findings and decision	5/19-23/2014
Contract start date	7/1/2014

1.2 Website Reference

The State Procurement Office (SPO) website is <http://hawaii.gov/spo>

For	Click on “Doing Business with the State” tab or
1 Procurement Notices for Solicitations (RFP) website	http://hawaii.gov/spo/general/procurement-notices-for-solicitations
2 Procurement of Health and Human Services	http://hawaii.gov/spo/health-human-svcs/doing-business-with-the-state-to-provide-health-and-human-services
3 Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	http://hawaii.gov/spo/general/statutes-and-rules/procurement-statutes-and-administrative-rules
4 Standard Contract – General Conditions (AG103F13)	http://hawaii.gov/spo/general/gen-cond/general-conditions-for-contracts
5 Cost Principles	http://hawaii.gov/spo/health-human-svcs/cost-principles-for-procurement-of-health-and-human-services
6 Forms	http://hawaii.gov/spo/statutes-and-rules/general/spo-forms
7 Protest Procedures/Forms	http://hawaii.gov/spo/health-human-svcs/protestsreqforreconsideration/protests-requests-for-reconsideration-for-private-providers

Non-SPO websites

Note: Website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov>.

For	Go to
8 Hawaii Compliance Express (HCE)	https://vendors.ehawaii.gov/hce/splash/welcome.html
9 Department of Taxation	http://hawaii.gov/tax
10 Department of Commerce and Consumer Affairs, Business Registration	http://hawaii.gov/dcca Click on “Business Registration”
11 Wages and Labor Law Compliance, HRS §103-055	http://capitol.hawaii.gov/hrscurrent
12 Campaign Spending Commission	http://hawaii.gov/campaign

1.3 Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and Hawaii Administrative Rules (HAR). All Applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any Applicant shall constitute admission of such knowledge on the part of the Applicant.

1.4 RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides the Applicant with an overview of the procurement process.

Section 2, Service Specifications: Provides the Applicant with a general description of the tasks to be performed, delineates Provider responsibilities, and defines deliverables, as applicable.

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal Application.

Section 4, Proposal Evaluation: Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments: Provides the Applicant with information and forms necessary to complete the Application.

1.5 Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP including system operations, fiscal agent operations, and monitoring and assessing Provider performance. The Contracting Office is:

Department of Human Services
Social Services Division
Purchase of Services and Grant Management Unit
810 Richards Street, Suite 400
Honolulu, Hawai'i 96813

1.6 RFP Contact Person

From the release date of this RFP until the selection of the successful Provider(s), any inquiries and requests shall be directed to the sole point-of-contact identified below:

Cyndy Pierce
Purchase of Services and Grant Management Unit
Phone: (808) 587-3168
Email: cpierce@dhs.hawaii.gov

1.7 Orientation

An RFP Orientation for Applicants in reference to this RFP will be held as follows:

Date:	April 14, 2014	Time:	8:30 a.m. – 12:00 p.m.
Department of Human Services, Benefits, Employment, and Support Services			
Division (ICSD) Video Conferencing Center (VCC) locations as follows:			
Locations:	Honolulu, O`ahu, HI:	Kalanimoku Bldg., 1151 Punchbowl Street, Basement B-10	
	Kapolei, O`ahu, HI:	Kakuhihewa Bldg. 601 Kamokila Blvdg., Room 167B	
	Hilo, Hawai`i Island, HI	Hilo State Office Bldg., 75 Aupuni Street, Basement Level	
	Lihue, Kaua`i, HI:	Lihue State Office Bldg., 3060 Eiwa Street, Basement Level	
	Wailuku, Maui, HI:	Wailuku Judiciary Bldg., 2145 Main Street, 3rd Floor	

The RFP Orientation will be held live at the Honolulu location listed above and via videoconferencing at the other locations. If you plan to attend please contact Cyndy Pierce at: (808) 587-3168, or by email at: cpierce@dhs.hawaii.gov as soon as possible and provide your name, agency, telephone number, and email address as well as the number of people planning to attend the meeting.

If you would like to attend but are not able to participate at one of the video conferencing centers listed above, please contact Cyndy Pierce at: (808) 587-3168 or by email at: cpierce@dhs.hawaii.gov and provide the contact information detailed above to participate via teleconference.

The Applicant is encouraged to submit written questions prior to the Orientation. Impromptu questions will be permitted at the Orientation and spontaneous answers will be provided at the state purchasing agency's discretion. However, answers provided at the Orientation are only intended as general directions and may not represent the state purchasing agency's position. To ensure a response to an oral question from the Orientation, or to a question that arises after the Orientation, submit the question in writing after the Orientation but no later than the Applicants' submission of written questions deadline specified in Section 1, 1.1 Procurement Timetable and 1.8 Submission of Questions of this RFP. Formal official responses to Applicants' written questions will be provided in writing by the state purchasing agency as specified in Section 1, 1.1 Procurement Timetable and 1.8 Submission of Questions of this RFP.

1.8 Submission of Questions

The Applicant may submit questions to the RFP Contact Person specified in Section 1, 1.6 RFP Contact Person of this RFP. Written questions should be received by the date and time specified in Section 1, 1.1 Procurement Timetable of this RFP. The state purchasing agency will respond to written questions by way of an addendum to the RFP.

Applicants' submission of written questions deadline:

Date and Time: April 17, 2014, 4:30 p.m. Hawai`i Standard Time (HST)

State purchasing agency's response to Applicants' written questions deadline:

Date: April 25, 2014

1.9 Submission of Proposals

- A. Forms/Formats.** Forms, with the exception of program specific requirements, may be found on the State Procurement Office website specified in Section 1, 1.2 Website Reference of this RFP. See Section 5, Proposal Application Checklist of this RFP for the location of program specific forms.
 - 1. Proposal Application Identification (Form SPOH-200).** The form provides the Applicant's proposal identification.
 - 2. Proposal Application Checklist.** The checklist provides the Applicant's specific program requirements, the reference and location of required RFP proposal forms, and the order in which all proposal components should be ordered and submitted to the state purchasing agency.
 - 3. Table of Contents.** A sample Table of Contents for proposals is located in Section 5 Attachments of this RFP. This is a sample and meant as a guide. The Table of Contents may vary depending on the RFP.
 - 4. Proposal Application (Form SPOH-200A).** The Applicant shall submit comprehensive narratives that address all proposal requirements specified in Section 3 Proposal Application Instructions of this RFP including a cost proposal/budget, if required.
- B. Program Specific Requirements.** Program specific requirements are included in Section 2 Service Specifications and Section 3 Proposal Application Instructions of this RFP, as applicable. Required State and/or Federal certifications are listed in Section 5, Proposal Application Checklist of this RFP.
- C. Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 Service Specifications of this RFP. In the event alternate proposals are not accepted and an Applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the Applicant.
- D. Hawaii Compliance Express (HCE).** All Providers shall comply with all laws governing entities doing business in the State. Providers shall register with Hawaii Compliance Express (HCE) for online compliance verification from the Hawaii State Department of Taxation (DOTAX), Internal Revenue Service (IRS), Department of Labor and Industrial Relations (DLIR), and Department of Commerce and Consumer Affairs (DCCA). There is a nominal annual registration fee (currently \$12) for the service. The HCE'S online "Certificate of Vendor Compliance" provides the registered Provider's current compliance status as of the issuance date and is accepted for both contracting and final payment purposes. See Section 1, 1.2 Website Reference of this RFP for HCE'S website address.
 - 1. Tax Clearance.** Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, Providers are required to have a tax clearance from DOTAX and the IRS. See Section 1, 1.2 Website Reference of this RFP for DOTAX and IRS website addresses.

- a. **Labor Law Compliance.** Pursuant to HRS §103-55, Providers shall be in compliance with all applicable laws of the State and Federal governments relating to Workers' Compensation, Unemployment Compensation, Payment of Wages, and Safety. See Section 1, 1.2 Website Reference of this RFP for DLIR's website address.
 - b. **DCCA Business Registration.** Prior to contracting, owners of all forms of business doing business in the State, except sole proprietorships, charitable organizations, unincorporated associations, and foreign insurance companies, shall be registered and in good standing with the DCCA, Business Registration Division. Foreign insurance companies must register with the DCCA, Insurance Division. See Section 1, 1.2 Website Reference of this RFP for DCCA's website address.
- E. Wages Law Compliance.** If applicable, by submitting a proposal the Applicant certifies that the Applicant is in compliance with HRS §103-55 Wages, Hours, and Working Conditions of Employees of Contractors Performing Services. Refer to HRS §103-55 at the Hawaii State Legislature website. See Section 1, 1.2 Website Reference of this RFP for DLIR's website address.
- F. Campaign Contributions by State and County Providers/Contractors.** HRS §11-355 prohibits campaign contributions from certain State or county government Providers/Contractors during the term of the contract if the Providers/Contractors are paid with funds appropriated by a legislative body. Refer to HRS §11-355. See Section 1, 1.2 Website Reference of this RFP for the Campaign Spending Commission's website address.
- G. Confidential Information.** If an Applicant believes any portion of a proposal contains information that should be withheld as confidential, the Applicant shall request in writing for nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.
Note: Price is not considered confidential and will not be withheld.
- H. Proposal Submission.** **FOR PROPOSAL SUBMISSION INFORMATION REGARDING THIS RFP, PLEASE REFER TO THE PROPOSAL SUBMISSION INFORMATION SHEET AT THE BEGINNING OF THIS RFP.**

All hand delivery submissions shall be received by the state purchasing agency by the date and time specified on the Proposal Submission Information Sheet or as amended. All mail delivery submissions shall be postmarked by the United States Postal System (USPS) and received by the state purchasing agency by the date and time specified on the Proposal Submission Information Sheet or as amended. Dated USPS shipping labels are **not** considered postmarked.

Proposals shall be rejected when:

- 1. If by hand delivery they are received after the designated date and time.
- 2. If by mail delivery they are postmarked after the initial designated date.
- 3. If by mail delivery they are postmarked by the initial designated date but received after the final designated date.

The DHS will **not** accept faxed proposals.

1.10 Discussions with Applicants

- A. **Prior to Proposal Submittal Deadline.** Discussions may be conducted with Applicants to promote understanding of the state purchasing agency's requirements.
- B. **After Proposal Submittal Deadline.** Discussions may be conducted with Applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions in accordance with HAR §3-143-403.

1.11 Opening of Proposals

Upon the state purchasing agency's receipt of a proposal at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped and, when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

1.12 Additional Materials and Documentation

Upon request from the state purchasing agency, an Applicant shall submit additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

1.13 RFP Amendments

The State reserves the right to amend this RFP at any time prior to the final revised proposals deadline.

1.14 Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the Applicant's final revised proposal. *The Applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPOH-200).* After the final revised proposals are received, final evaluations will be conducted for an award.

1.15 Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected, in whole or in part, when it is determined to be in the best interest of the State.

1.16 Costs for Proposal Preparation

Any cost incurred by the Applicant in preparing or submitting a proposal is the Applicant's sole responsibility.

1.17 Provider Participation in Planning

Provider(s) awarded a contract resulting from this RFP,

☒ is/(are) required

☐ is/(are) not required

to participate in the state purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

Provider participation in a state purchasing agency's efforts to plan for or to purchase Health and Human Services prior to the release of an RFP, including the sharing of information on community needs, best practices, and Providers' resources, shall not disqualify Providers from submitting proposals if conducted in accordance with HAR §§3-142-202 and 3-142-203.

1.18 Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- A. Rejection for failure to cooperate or deal in good faith. (HAR §3-141-201)
- B. Rejection for inadequate accounting system. (HAR §3-141-202)
- C. Late proposals. (HAR §3-143-603)
- D. Inadequate response to request for proposals. (HAR §3-143-609)
- E. Proposal not responsive. (HAR §3-143-610(a)(1))
- F. Applicant not responsible. (HAR §3-143-610(a)(2))

1.19 Notice of Award

A Statement of Findings and Decision (Notice of Award) shall be provided by mail (USPS) to all responsive and responsible Applicants for the award or non-award of the contract upon completion of the evaluation of all competitive purchase of service proposals. The

Statement shall provide information regarding only the individual Applicant, not all of the Applicants, as well as the name of the Applicant that the contract was awarded to.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order, or other directive.

No work is to be undertaken by the Provider(s) awarded a contract prior to the contract start date. The State of Hawaii is not liable for any costs incurred prior to the official contract start date.

1.20 Protests

Pursuant to HRS §103F-501 and HAR Chapter 148, an Applicant aggrieved by an award of a contract may file a protest. The Notice of Protest form (SPOH-801) and related forms are available on the SPO website. See Section 1, 1.2 Website Reference of this RFP for SPO'S website address. Only the following matters may be protested:

- A. A state purchasing agency's failure to follow procedures established by HRS Chapter 103F.
- B. A state purchasing agency's failure to follow any rule established by HRS Chapter 103F.
- C. A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a Request for Proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by the USPS or hand delivered to: 1) the head of the state purchasing agency conducting the protested procurement, and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Statement of Findings and Decision sent to the protestor. If delivery services other than the USPS are used, they shall be considered hand delivery and the Notice of Protest shall be considered submitted on the date received by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Director of the Department of Human Services	Director of the Department of Human Services
Mailing Address: Department of Human Services P.O. Box 339 Honolulu, Hawaii 96809-0339	Mailing Address: Department of Human Services P.O. Box 339 Honolulu, Hawaii 96809-0339
Business Address: Department of Human Services 1390 Miller Street, Room 209 Honolulu, Hawaii 96813	Business Address: Department of Human Services 1390 Miller Street, Room 209 Honolulu, Hawaii 96813

1.21 Availability of Funds

The award of a contract and any allowed renewal or extension thereof is subject to allotments made by the Director of Finance, State of Hawaii pursuant to HRS Chapter 37 and subject to the availability of State and/or Federal funds.

1.22 General and Special Conditions of Contract

The General Conditions that will be imposed contractually are on the SPO website. See Section 1, 1.2 Website Reference for SPO'S website address. Special Conditions may also be imposed contractually by the state purchasing agency as deemed necessary.

1.23 Cost Principles

To promote uniform purchasing practices among state purchasing agencies procuring Health and Human Services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form SPOH-201 which is available on the SPO website. See Section 1, 1.2 Website Reference for SPO'S website address. Nothing in this section shall be construed to create an exemption from any cost principle arising under Federal law.

Section 2

Service Specifications

2.1 Introduction

A. Background

1. Child Welfare Services

The Department of Human Services, Social Services Division, Child Welfare Services Branch (the Department) provides social services and case management to children, biological families, extended families, resource families, and adoptive families to ensure safe, nurturing, and permanent families for Hawai'i's children.

The Department also provides services to young adults, ages eighteen (18) through twenty-six (26), who are former foster youth. These services are intended to support young adults and aid them in their transition to adulthood.

2. Values and Model for Services

In developing the services of this Request for Proposals (RFP) and numerous other initiatives, the Department has been guided by its Family Partnership and Engagement Practice Model's values:

- a. Child-Centered
- b. Family-Focused
- c. Culturally Competent
- d. Family Engagement
- e. Trustworthy and Accountable
- f. Continuous Quality Improvement
- g. Collaborative

It is essential that any and all providers embrace and implement the values of Hawai'i CWS' Practice Model in their provision of the proposed services.

In addition to incorporating the values listed above, based on CWS' Guiding Principles, the services for this contract must:

- a. Be strength-based;
- b. Be comprehensive, coordinated, and collaborative;
- c. Be provided in all designated geographic areas specified under the contract;

- d. Be developed in partnership with the young people;
- e. Be culturally-appropriate, culturally-sensitive and culturally-embracing;
- f. Be responsive to the preferences and values of each young person, and delivered in a manner that honors the uniqueness of the individual;
- g. Address the physical, social, emotional, educational, medical/healthcare, financial, career/workforce readiness, and housing needs of the person served;
- h. Support the development of transition plans with clear and obtainable action steps toward goals and objectives; and
- i. Empower the young person to gain and maintain mastery and control over his/her future, through skill-building and other supports.

B. Purpose or Need

1. National Research and Policies

There is a growing body of research which shows that the vast majority of young adults, who were raised in the child welfare system, are not adequately prepared for adulthood. This period of transition to adulthood is difficult for all young people; it can be particularly challenging for young people who are in foster care, and the repercussions of this highly challenging transition can be long-lasting (Osgood, et al, 2010). According to Atkinson (2008) this tragic problem can be seen in the higher incidence of homelessness, unemployment, criminal activity, incarceration, and early unplanned pregnancies for former foster youth, as compared to other young adults. Atkinson (2008) declares the stark reality that many foster youth face upon turning eighteen (18),

To a youth in foster care, reaching the age of majority, typically set by states at age eighteen, means losing everything. The youth no longer has housing, health care, financial assistance, or a social worker to call in emergencies. Overnight, the youth is abandoned, on his or her own without a safety net and with little preparation for adulthood. (p. 183)

In the last fifteen years, there has been a growing recognition that youth in the foster care system need to be better prepared for life after foster care. There has been key federal legislation that has transformed the way states address the needs of transition-aged young people. In 1999, the Foster Care Independence Act, also known as the Chafee Act, was passed to address the needs of youth as they are exiting the foster care system. This act amended Title IV-E of the Social Security Act to provide “states with

more flexible funding to offer services to youth transitioning from foster care to independent living. This flexibility eliminates age restrictions, allowing states to offer independent living services to youth before they reach age sixteen” (Atkinson, 2008, p. 196).

In 2008, the Fostering Connections to Success and Increasing Adoption Act, also known as the Fostering Connections Act, was passed. This Act allows states “the option to provide these independent living and transitional services to former foster youth up to age 21” (Hawai’i Kids Count, 2012, p. 4). As a result of this legislation, states are provided with financial assistance to better meet the needs of young people transitioning out of the foster care system.

2. History of ILP Services and New Direction

The Service Activities of this RFP were designed based primarily on information from factors a., b., and c., described immediate below.

a. DHS and ILP History

The Department has had an Independent Living (IL) Program for over twelve (12) years. Initially, IL services were available only to foster youth between the ages of twelve to eighteen (12 – 18) and to young adults over age eighteen (18) attending higher education. On July 1, 2014, the services will be extended to former foster youth between the ages of eighteen to twenty-one (18 – 21). Previously, services provided to young people in foster care focused on preparing and supporting the young person’s transition into adult self-sufficiency. These services assisted young people in developing daily living skills, educational supports, and linkage to community resources that would assist the young person’s transition to adulthood. The Department provided financial support for former foster youth who attended post-secondary or vocational training. In 2008, with supportive legislation, the Department was able to extend this financial assistance to former foster youth until the age of twenty-six (26) for those young adults enrolled in higher education settings or vocational training. In addition, all youth in care and former foster youth had access to the Youth Circle process (run by a contracted provider) as a means of actively participating in their independent living plan. While the Department has provided young people with a variety of services, it has become evident that their needs are not consistently being met.

In 2011, the Department began collecting data for the National Youth Transition Database (NYTD), a federal regulation of the John H. Chafee Foster Care Independence Program (PL 106-169). NYTD is collected from foster youth and former foster youth at the ages of

seventeen (17), nineteen (19), and twenty-one (21). The first round of data collection found that majority of ILP services were provided to young people in their last year of high school or while in college. The results further showed that the majority of these services focused on room and board assistance, independent living needs assessments, post-secondary support, career preparation, academic support, housing education and home management training, and budget and financial management.

Although there has been anecdotal success with these programs, it is clear that CWS needs to do more to adequately prepare young people for adulthood.

b. Voluntary Care to Age 21 Law

During Hawai‘i’s 2013 Legislative session, a new law (SB 1340 – Act 252) was passed which authorizes the provision of extending foster care services on a voluntary basis to former foster youth ages eighteen (18), nineteen (19), and twenty (20). The law goes into effect July 1, 2014.

Following the passage of the law, a steering committee was developed to design the policies, procedures, and programs needed to implement the law. The steering committee identified a statewide advisory committee and subsequent work groups to inform the design for extended care services. Early in the proceedings, young adults who have exited the foster care system named this program, Imua Kākou, which means “let’s move forward” or “moving forward together.”

The steering committee, advisory committee, and workgroups continue to meet to explore the current needs and resources in the community. The information and recommendations received from these groups will be used to continue to improve the services provided to young people transitioning into adulthood. The PROVIDER and the STATE will use information from these groups to modify work plans and services provided and may necessitate modifications to the contract resulting from this RFP process in order to incorporate the most current and best practice recommendations for comprehensive ILP and Voluntary Care to 21 services. In 2013, young people who have exited the foster care system named this program, Imua Kākou, which means “let’s move forward” or “moving forward together.”

3. Department’s Need

The Department of Human Services is seeking proposals for the provision of Imua Kākou or voluntary care services to young people, ages eighteen

(18) through twenty (20) years who have exited foster care. The program is intended to assist young people in their transition to adulthood. Please note that the procedures and program requirements may change as the program evolves. Changes will be made in writing.

The aim of the program is to support the development of personal skill sets and competencies that will lead to self sufficiency as young adults successfully transition to adulthood. The program will include case management services and support to young people who have exited the foster care system and have not yet reached age twenty-one (21). The program will provide ongoing assistance and support to the young person in a variety of areas, including:

- Medical/Health Issues;
- Social, Emotional, and Behavioral Development;
- Safe and Stable Housing;
- Education;
- Employment; and
- Access to Community Resources.

C. RFP Planning Activities

The boxes checked below indicate the types of planning activities that were conducted in preparation for this RFP.

<u> X </u>	Information from <u>fundors</u> (legislature, federal agencies, private foundations, etc.) on funding terms and conditions;
<u> X </u>	Information from other state agencies on services to the same target group;
<u> X </u>	View of service <u>recipients and community advocacy groups</u> on conditions affecting achievement of desired goals;
<u> X </u>	Views of <u>provider organizations</u> on how to improve service specifications; a request for information (RFI) process may have been used for this purpose;
<u> X </u>	Information from POS monitoring and other <u>reports</u> for current contracts;
<u> X </u>	Other data (socio-economic and health trends, waiting lists for services, client satisfaction surveys, etc.).

D. Program Description and Eligibility

1. **Direct Services:** Imua Kākou Services are available to young people ages eighteen to twenty-one (18 – 21). Young people enrolled in voluntary care are provided with monthly financial support in an amount equivalent to

the current foster room and board rate and provided with a Case Manager who assists and supports the young person in acquiring the knowledge and skills for success in adulthood.

The Imua Kākou program is designed to provide young people with extended support to further develop their skills for self-sufficiency in adulthood. The program allows young people the opportunity to be more actively involved in planning and decision making process. In addition, Imua Kākou provides young people with more time to attain their education and employment goals.

Young people must meet the following criteria to be eligible for this program:

- a. The young person was under the permanent custody or foster custody of the Department at the time the young adult attained the age of eighteen (18);
- b. Young person voluntarily consents to participate in voluntary care;
- c. The court finds that exercising jurisdiction is in the young person's best interest;
- d. The young person is:
 - i. Completing secondary education or a program leading to an equivalent credential;
 - ii. Enrolled in an institution that provides post-secondary or vocational education;
 - iii. Participating in a program or activity designed to promote or remove barriers to employment;
 - iv. Employed for at least eighty (80) hours per month; or
 - v. Incapable of doing any of the activities described in subsections (d)(i) to (d)(iv) due to a medical condition, which incapability is supported by regularly updated information in the case plan of the young adult.

Young people who are interested in participating in Voluntary Care must sign a Voluntary Care Agreement and submit documentation to verify their eligibility for the program. Program eligibility must be documented in writing and must be received prior to completion of the Voluntary Care agreement. All young adults, aged eighteen (18), nineteen (19) and twenty (20) who are receiving services as a result of signing the Voluntary Care Agreement with DHS, must have a case manager assigned through this contract. This Case Manager will meet face-to-face with the young adult at least once per calendar month.

E. Service Goals

The goals of service reflect the three broad outcome domains in the continuum of Child Welfare Services: safety, permanency, and child and family well-being. The overarching goal of these services is: **Increased capacity for success in adulthood for young people who have exited the foster care system.** This larger goal can be broken down into the goals listed below.

- Young people actively involved in their plan for life after foster care
- Young people aware of the steps necessary to achieve their personal and career goals
- Young people engaged in age-appropriate self-care
- Young people developing healthy self-esteem
- Young people living in stable housing
- Young people actively pursuing careers of their choice
- Young people/adults achieving and maintaining gainful employment
- Young people competently managing their own finances
- Young people having a healthy variety of social connections
- Young people making academic progress
- Young people successfully managing their own health care and mental health needs
- Young people acting as advocate and leaders in their lives

F. Target Population

The target population to be served are young adults, aged eighteen (18) through twenty (20) years, who transitioned out of the State of Hawai'i, Department of Human Services, Child Welfare Services foster care by exiting care at age eighteen (18) years.

G. Service Area

Statewide: Applicants must submit a proposal to serve one of the following service areas. If an applicant wishes to serve more than one of these areas, separate proposals must be submitted. Assurance must be given that the full range of contracted services will be available throughout the geographic area. Applicants must address any specific needs of the various geographic areas that they are proposing to serve.

1. O'ahu (\$490,000)
2. East Hawai'i (\$153,500)
3. West Hawai'i (\$66,000)
4. Maui County -- the islands of Maui, Moloka'i and Lana'i (\$82,000)
5. Kaua'i County -- the islands of Kaua'i and Ni'ihau (\$33,000)

H. Funding

The initial contracts will be for one (1) year, SFY 2015, with one (1) potential annual renewal, for a total of two (2) years, *subject to the availability of funds*, program utilization, and satisfactory performance. The contracts will be funded at the annual levels indicated above. It will be essential for the contracted PROVIDERS to be fully aware of the funding sources of the contract in order to be compliant with any and all pertinent regulations.

Funding may be adjusted, based upon the service needs, the size of the foster care population, the size of the former foster care population, the numbers of young adults who sign up for Imua Kākou, as well as availability of funding sources. Also, additional funding may become available over the life of the contract, and the sources of funding may change. Funding for any given year or for the contract as a whole may increase up to three hundred percent (300%) of the original amount without being considered a fundamental change according to section 3-149-303(d) of Hawai'i Administrative Rules.

Funding under this RFP provides for:

- a. An allocation for the Provider's administrative expenses, not to exceed fifteen percent (15%); and
- b. The balance of the contract amount to be expended for the provision of services in accordance with this RFP.

2.2 Contract Monitoring and Evaluation

The criteria by which the performance of the contract will be monitored and evaluated are:

- A. Performance/Outcome Measures**
- B. Output Measures**
- C. Quality of Care/Quality of Services**
- D. Financial Management**
- E. Administrative Requirements**

2.3 General Requirements

- A. Specific qualifications or requirements, including but not limited to licensure or accreditation**

State Contracting Requirements

- 1. At the request of the STATE, the PROVIDER must submit to the STATE,

- if applicable, subcontracts with other agencies for services under the Agreement, prior to the service being provided, for review for appropriateness and relevancy. The PROVIDER shall ensure that all subcontractors comply with the requirements of the contract, which includes this RFP. Upon the request of STATE, the PROVIDER shall submit documentation of the subcontractor's compliance with the requirements of the contract.
2. When there is a disagreement between the PROVIDER/ PROVIDER'S staff and the DEPARTMENT'S staff, in regard to the performance of service activities within contracted specifications, the wishes of the DEPARTMENT of Human Services shall prevail. Failure of the PROVIDER to comply with the DEPARTMENT'S wishes shall be deemed cause for corrective action and potential contractual remedies, including possible termination.
 3. During the term of the contract, the parties may renegotiate terms and conditions related to the performance of the PROVIDER, including, but not limited to, measurable outcomes, benchmarks for monitoring timely and adequate provision of services, special reporting requirements, pricing methodology, units of service, unit rates, penalties, incentives, and bonuses. At the time of the renegotiation, either party has the right to terminate the Agreement under General Conditions, paragraph 4.3 or 4.4, as applicable. Any amendments to the Agreement will not constitute a fundamental change as defined in §3-149-303(d) of Hawai'i Administrative Rules. A fundamental change is one which "is so great that a reasonable purchasing agency would, in light of all the circumstances, re-procure the required services instead of amending an existing contract in order to assure that the State is receiving the most advantageous bargain."
 4. The contract will be modified, if necessary, to comply with any changes in federal or state statutes or rules or the requirements of various funding sources. In the event such changes are necessary, the DEPARTMENT will notify the PROVIDER in writing of the need for the change and the proposed changes. The PROVIDER will have the opportunity to discuss the changes prior to their implementation.
 5. The PROVIDER shall comply with the Chapter 103F, HRS, Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 9/2011), which can be found on the State Procurement Office website.
 6. The PROVIDER shall have an accounting system in compliance with generally acceptable accounting principles.
 7. The PROVIDER shall cooperate with DHS as requested to implement changes to the program including changes in target populations to be served and/or service delivery.
 8. Pursuant to HRS §103F-401.5, proposals submitted shall include all costs, fees, and taxes, and any award or contract shall be for the amount of the proposal. No award or contract shall include any other payment, rebate,

- or direct or indirect consideration that is not included in the proposal, such as insurance, general excise tax, rebates, or waivers for an applicant.
9. The contract amount may be increased or decreased during the term of the contract, based upon availability of funds, provider performance, program utilization, changes in the scope of service, or service need, and pursuant to applicable statutes, or as provided for in the Request for Proposals.
 10. For cost reimbursement contracts, the contract costs are subject to adjustment by the STATE, based on the availability of funds and pursuant to applicable statutes, or as agreed upon during the term of the contract. Cost adjustments may be permitted if there is a change in the scope of service, as supported by revised Performance Measurement Forms A, B, and C, program utilization, and provider performance.
 11. The PROVIDER must support and assist the Department in meeting Federal requirements, such as IV-E claiming, Reporting Requirements, etc.
 12. Maintaining a positive working relationship with the Department is critical in this collaboration. The PROVIDER and its partners/subcontractors are contracted to support the Department's mission and work.
 13. The PROVIDER shall maintain throughout the contract period, policies and procedures that include competency and requirements. The policies must also clearly identify scope over any subcontractors of the contracting agency.
 14. The PROVIDER shall ensure that it will adhere to all applicable state laws regarding the obtaining and release of client information.
 15. By submitting a proposal in response to this RFP, the applicant agrees to all the provisions, terms, and conditions of the RFP.
 16. Exceptions to the requirements of the RFP or contract may be made at the discretion of the Department. If the applicant/PROVIDER desires an exemption to any of the RFP or contract requirements, the request shall be made in writing to the Department's Social Service Division, Purchase of Service and Grant Management Unit. The Department's approval or denial of the request shall also be made in writing.

Service Delivery

17. The PROVIDER must not charge clients or families for contracted services without the prior approval of the STATE.
18. The PROVIDER must assure and be responsible for the continuity of service activities by providing full service activity in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for. The PROVIDER must not require nor depend on the DEPARTMENT'S staff to provide service activities in the event that program resources are not available due to the above situations.
19. The PROVIDER must ensure smooth transitions between service activities for clients or families under the contract and, if applicable, to a new service PROVIDER, when the contract ends.

20. The PROVIDER must provide a continuum of services to meet the individualized needs of the clients. All services must be goal-oriented and time-limited to ensure that clients are provided with the information, skills, and resources to transition into adulthood.
21. As applicable, the PROVIDER shall provide timely and accurate case documentation necessary to monitor and evaluate the quality, quantity, and timeliness of service delivery activities to the DEPARTMENT'S staff. The PROVIDER must maintain files documenting information that may include, if required, and is not limited to: referral and intakes, assessment and service plans (including goals, objectives, and service activities), case status reports, case discharge reports, or service delivery activity reports. This information shall be forwarded to the DEPARTMENT, on or using a format and schedule, as determined by the DEPARTMENT. Reports shall be provided, as requested by the DEPARTMENT.
22. As applicable, services must be provided within contracted time limits, or if no time limits are specified, then within a reasonable time, as well as on weekends and evenings to accommodate the client's needs and schedule.
23. The PROVIDER must assure and be responsible for the provisions of contracted service activities, as specified in this RFP, to clients/children/families, as applicable, to the full geographic area of the proposal, and to the full extent of the proposed and contracted resources and funding.
24. Recruitment and representation of all PROVIDER staff is preferred to be from the geographic area to be served.
25. The PROVIDER shall ensure the program's capacity to deliver services to all clients, including those with limited English proficiency and/or physical limitations to the maximum extent practicable.
26. The PROVIDER must provide service activities in concurrence with the Department's statutory mandates under 45CFR 1340, HRS Chapters 346, 350, and 587A, and HAR and Departmental procedures. The PROVIDER must provide service delivery in concurrence with the philosophy and treatment goals related to safety of children, the family's ability to protect the child, and a young person's transition to self-sufficiency.
27. The PROVIDER must have accommodations to service a multicultural and multilingual population, and shall provide services without discrimination, e.g., regarding ethnicity, religion, socioeconomic class, and Lesbian, Gay, Bisexual, Transgender, Questioning (LGBTQ) issues.
28. The PROVIDER must accept for services young people who are self-referred or referred by the DEPARTMENT.
29. The PROVIDER must ensure full participation in and cooperation with the Statewide Independent Living Services Collaborative and provide the staff time necessary for participation and training as deemed appropriate by the DEPARTMENT.

Evaluation and Monitoring

30. Throughout the term of the contract, the PROVIDER must maintain a system for evaluating the quality and effectiveness of the activities provided, with respect to client and service delivery outcomes. The evaluation process must include credible and tested measurement tools or instruments to be used to assess any applicable program efficacy in meeting performance and quality standards, including identifying indicators of client change and service delivery performance. The evaluation process must also include a protocol or plan for making improvements or taking corrective action based upon evaluation findings. Upon request, the PROVIDER must provide the DEPARTMENT with copies of its evaluation documentation and plans for improvements/modifications, as well as any other reports that include the contracted service.
31. The PROVIDER shall participate in quality assurance/improvement projects as requested by DHS for research and evaluation purposes. Such activities shall include one (1) Child and Family Service Review (CFSR) per year, per qualified staff as requested and arranged by DHS. Qualifications of PROVIDER staff to participate in the CFSR shall be determined by DHS. Other quality assurance/improvement activities may include data collection and other requests related to current DHS initiatives, activities and programs. The PROVIDER may be requested to provide records for review by DHS for these purposes.

Staffing and Management

32. The PROVIDER must assure that its staff meets the minimum educational requirements as required by the DEPARTMENT.
33. The PROVIDER shall conduct criminal history and Child Welfare Services (CWS) Child Abuse and Neglect (CA/N) registry checks and shall ensure that no staff/employee has a record of criminal convictions or CWS involvement that would pose a risk to the health, safety, or well-being of children, foster youth, former foster youth, and families.
34. No contract proposals shall be accepted from any applicant who lacks any license necessary to conduct the business being sought by this RFP, pursuant to HRS §103F-401.5, which mandates this provision. If the State of Hawai'i or federal law requires a PROVIDER to be licensed to perform services, then any proposal that is submitted by an applicant, and who lacks the requisite license(s) at the time of the proposal submittal deadline, shall be rejected and shall not be evaluated. If a health or human service requires a PROVIDER to be licensed, accredited or certified, to perform the service solicited under this RFP, the proposal shall include written verification of active licensure, current accreditation or certification from the appropriate licensing, accrediting, or certifying organization. Proposals that lack the required verifications, as specified in this RFP, will be rejected and not be evaluated.
35. The PROVIDER staff must have knowledge and experience with children in foster care, including, but not limited to, dealing with domestic

violence, child abuse and neglect, substance abuse, adolescent brain development, trauma-informed care, and youth/young adults in transition from foster care to self-sufficient interdependent living; and must be willing to work with youth/young adults and families that present those safety issues.

36. The PROVIDER staff shall be knowledgeable about DHS' programs, services, rules, and procedures. Those who are not familiar with DHS must be oriented and trained by the PROVIDER, and/or must take the initiative to learn about the DEPARTMENT'S Child Welfare Services, Foster Care programs.
37. The PROVIDER must ensure that all staff and subcontractors abide by federal and State statutes and Hawai'i Administrative Rules (HAR), which include, but are not limited to, issues related to Language Access, Same-Sex Marriage, and non-discrimination. It is the PROVIDER'S responsibility, and not the responsibility of the DEPARTMENT, to be aware of and compliant with all relevant federal and State laws and HARs.

B. Secondary Purchases

(Refer to HAR §3-143-608)

After-the-fact secondary purchases will be allowed, upon approval of the Department and the CPO, pursuant to HAR §3-143-608.

Planned secondary purchases

None

C. Multiple or alternate proposals

(Refer to HAR §3-143-605)

☐ Allowed ☒ Not allowed

To clarify, an applicant may submit multiple proposals, as long as the applicant is only submitting one proposal per RFP-designated geographic area (see Section 2.1.G. above). The applicant may not submit alternate proposals for the same geographic area. The applicant may not submit one proposal that covers more than one geographic area. Proposals that do not follow these guidelines will be rejected and not reviewed.

D. Single or multiple contracts to be awarded

(Refer to HAR §3-143-206)

☐ Single ☒ Multiple ☐ Single & Multiple

One contract will be awarded per geographic area for a total of five (5) contracts.

E. Single term or multi-term contracts to be awarded

(Refer to HAR §3-149-302)

☒ Single term (2 years or less)

☐ Multi-term (more than 2 years)

Contract Terms:

Initial term of contract:

One (1) year, anticipated to be effective 7/1/2014 through and including 6/30/2015.

The initial period shall commence on the contract start date or the “Notice to Proceed” date, whichever is earlier.

Length of each extension:

One (1) year, unless otherwise agreed by the STATE.

Number of possible extensions:

One (1) annual extension.

Maximum length of contract:

Two (2) years beginning from 7/1/2014 through and including 6/30/2016, subject to “Option to Extend” provision in the Special Conditions of the contract. See Exhibit “E”, Special Conditions, in Section 5 of the RFP.

Conditions for extension:

1. Satisfactory PROVIDER performance, as determined by the STATE
2. Availability of funding
3. Acceptable service utilization, as determined by the STATE
4. Ongoing need for the service, as determined by the STATE
5. PROVIDER’S satisfactory compliance with the terms and conditions of the contract as determined by the STATE
6. Must be in writing and must be executed prior to expiration

F. RFP Contact Person

The individual listed below is the sole point of contact from the date of release of this RFP, until the selection of the winning provider or providers. Any question requiring a written response must be submitted, in writing, to the RFP contact person and received on or before the date and time specified in Section I, Item IV, “Procurement Timetable,” of this RFP.

Contact Person:	Cyndy S. Pierce
Telephone number:	(808) 587-3168
Facsimile number:	(808) 586-5700
Email address:	cpierce@dhs.hawaii.gov

2.4 Scope of Work

All services under this contract must be provided with a heightened awareness and sensitivity to the broad cultural variety present in the target population. All services shall be designed and implemented with an infusion of diversity regarding: race, ethnicity, national origin, sexual orientation, physical ability, mental ability, sex, gender identity, spiritual belief, religion, immigration status, martial status, parent status, economic status, literacy, criminal history, and educational status.

The scope of work encompasses the following tasks and responsibilities:

A. Direct Service Activities (Minimum and/or mandatory tasks and responsibilities)

1. **Service activities** are intended to support and assist young adults who have exited foster care with their transition into adulthood.

2. **Initial Contact**

The Imua Kākou Case Manager will make contact with the young adult within five (5) working days of case assignment from the CWS Liaison. Prompt communication with the CWS Liaison regarding those entering and exiting the program is essential, as the CWS Liaison will be initiating and ceasing related payments.

3. **Assessment of Needs**

Within thirty (30) days of completion of the Voluntary Care Agreement an assessment of the young adult's life skills shall be performed.

The Casey Life Skills Assessment (CSLA) (or another life skills assessment tool approved by the Department) shall be the assessment tool. This assessment must be completed by the young adult, his/her case manager, and his/her caregiver, if applicable.

This assessment shall be the basis for the young adult's Case Plan.

4. **Individualized Case Plan**

Within sixty (60) days of referral, a written Individualized Case Plan shall be completed. The development of the plan shall be led by the young person and include all important formal and informal members in the young person's life. The plan shall be based on the assessment and be appropriate to the young person's developmental and maturational level. Plans must be culturally appropriate, strengths-based and focused on development and empowerment.

An Individualized Case Plan shall be developed for each young adult. The plan shall address the permanency, safety, and well-being of the young person and establish goals pertaining to:

- a. Education;

- b. Employment;
- c. Financial literacy and management;
- d. Physical, spiritual, emotional, and mental health;
- e. Counseling;
- f. Housing;
- g. Daily living;
- h. Young Adult Engagement;
- i. Documentation;
- j. Family connections and social capital; and
- k. Cultural connections.

This Individualized Case Plan shall:

- a. Focus on young person's strengths, goals, and accomplishments.
- b. Describe the resources and services needed to assist the young person in achieving his/her goals.
- c. Focus on permanency goals for the young person, e.g., permanent connections.
- d. Contain measurable goals, objectives, and tasks that can be used to determine progress, e.g., at the end of the component on money management, the young adult will be able to determine unit price when purchasing food.
- e. Clearly delineate who is responsible for completing identified tasks.
- f. Focus on and include specific actions steps in the transitioning of the young person into adulthood.
- g. Be reviewed and updated every six (6) months by the young person, the PROVIDER and the Department Liaison.

5. Service Provision

The PROVIDER shall provide an array of services to meet the individualized needs of the young adults it serves. Services may be provided directly by PROVIDER or brokered with other providers within the community. Services must be provided in settings appropriate for the young adult and be made available during times young adults are available. In addition, all services should take into consideration adolescent development, brain development, trauma histories, and learning styles.

The PROVIDER will ensure that all young adults participate in developmentally-appropriate skill building activities. If not available elsewhere, in order to ensure the needed skill development, the PROVIDER will offer interactive activities in both group and individual formats, designed to allow these young adults to learn from their experiences and mistakes. The PROVIDER will engage with the young adults' families, friends', resource caregivers, and community

organizations, as applicable and appropriate, to ensure that young adults' needs are met and that they are developing the necessary life skills.

The PROVIDER shall participate in the Statewide IL Services Collaborative to build IL Services capacity for foster children and young people transitioning to adulthood.

Services shall address the following:

- a. **Family connections and social capital:** The PROVIDER will assist the young adult in developing his/her social networks.
 - i. The PROVIDER will assist the young person in identifying, establishing, and maintaining social supports.
 - ii. The PROVIDER will ensure that all options for family finding and establishing a permanent family were/are thoroughly completed.
- b. **Education and educational support services:** The PROVIDER will ensure that young people are connected to resources and support to successfully complete their identified educational goals.
 - i. The PROVIDER will support the young person in the completion of educational goals.
 - ii. The PROVIDER will expose young people to post-secondary educational opportunities.
 - iii. The PROVIDER will assist young people in understanding the requirements and process for attaining post-secondary education, e.g., application process, financial aid, etc.
 - iv. The PROVIDER will ensure young people are aware of and connected to the information and resources needed to enter post-secondary education (Entrance Exams, Application, and Financial Aid).
 - v. The PROVIDER will assist young people in identify and connecting with supportive educational services, e.g., tutoring services, college counseling, etc.
- c. **Employment:** The PROVIDER will ensure that young people are provided with information, resources, and experiences for obtaining and maintaining employment and career development.
 - i. The PROVIDER will provide young people with career exploration opportunities.
 - ii. The PROVIDER will assist young people in exploring their career interest and career skills.
 - iii. The PROVIDER will provide education about the hiring process, including completing applications, resumes, cover letters, reference list, interviewing skills, appropriate dress code, etc.
 - iv. The PROVIDER will assist young people in the development of job search skills, e.g., contact information, online searchers,

- professional networks, etc.
- v. The PROVIDER will provide guidance to young people related to professional job skills, e.g., time management, dress code, communication with co-workers, communication with employers, work ethics, etc.
- d. **Financial literacy and management:** The PROVIDER will assist young people in the development of financial literacy and money management skills.
 - i. The PROVIDER will assist young people in understanding basic banking, i.e., selecting a bank, setting up checking/savings accounts, bank fees.
 - ii. The PROVIDER will assist young people in the development of financial literacy skills. i.e., expenses, bill paying, budgeting, savings, checks, record keeping.
 - iii. The PROVIDER will assist young people in understanding credit and credit scores.
 - iv. The PROVIDER will assist the young person in understanding taxes (state and federal).
- e. **Physical, spiritual, emotional, and mental health:** The PROVIDER will assist young people in meeting their health needs at all levels.
 - i. The PROVIDER will assist young people in understanding health care, including medical, dental, vision, and mental health care.
 - ii. The PROVIDER will connect young people to resources that allow them to gain better understanding about their specific health care needs (medical, dental, vision, mental health) — both preventive and acute health care needs, including medication management.
 - iii. The PROVIDER will assist young people in understanding general health care practices, e.g., check-up appointments, annual physicals, regular dental cleanings, regular vision tests, etc.
 - iv. The PROVIDER will assist young people in identifying community resources to support their health care needs (medical, dental, vision, mental health).
 - v. The PROVIDER will assist young people in learning how to obtain and review their medical records.
 - vi. The PROVIDER will assist young people in learning how to communicate with medical providers and advocate for their medical needs.
 - vii. The PROVIDER will provide educational opportunities for young people on healthy living, pregnancy and sexually transmitted infection (STI) prevention, emergency care, personal hygiene, and other related and pertinent topics.
- f. **Housing:** The PROVIDER will assist young people in understanding housing and housing options available upon transitioning from foster

care.

- i. The PROVIDER will assist young people in understanding available housing resources within the community.
 - ii. The PROVIDER will provide education about renting, leasing, affordable housing (Section 8), insurance, deposits, utilities, roommates, and homeownership.
 - iii. The PROVIDER will assist the young people in identifying and securing supportive housing options.
 - iv. The PROVIDER will provide education to assist young people in maintain stable housing, including: repairs, managing utilities, violating agreements, and vacating appropriately.
 - v. The PROVIDER will connect the young person to resources for furnishing and maintaining their home.
 - vi. The PROVIDER shall monitor the young person's housing situation to ensure that it is safe.
- g. **Daily Living Skills:** The PROVIDER will assist young people in developing daily living skills to support their transition into adulthood.
- i. The PROVIDER will ensure young people develop daily living skills such as, cooking, cleaning, laundry, shopping, and personal hygiene.
 - ii. The PROVIDER will assist young people in developing social skills, such as etiquette, health boundaries, developing healthy relationships, time management, conflict resolution, positive communication, dealing with peer pressure, etc.
 - iii. The PROVIDER will assist the young person in accessing public and community resources (Medicaid, legal, food stamps, child care systems, TANF, etc.).
 - iv. The PROVIDER will provide education to young people regarding personal and household safety, including: safety plan, reporting whereabouts, fire safety, internet safety, identity theft, legal consequences, etc.
 - v. The PROVIDER will provide education about transportation options available to the young person.
 - vi. The PROVIDER will connect young people to resources to meet their transportation needs, including, accessing public transportation, obtaining a driver's license, etc.
- h. **Community Resources:** The PROVIDER will educate and connect young people to community resources to meet their needs.
- i. The PROVIDER will identify programs and services in their community that young people are eligible for.
 - ii. The PROVIDER will educate young people on the programs and services to meet their needs.
 - iii. The PROVIDER will assist the young person in accessing programs and services, as appropriate.

- i. **Young Adult Engagement:** The PROVIDER will assist young adults in developing necessary skills for self-determination.
 - i. The PROVIDER will provide education and coaching around self-advocacy, assertiveness, real-world problem-solving, developing one's own unique voice, speaking one's mind, leadership, community involvement, and civic engagement.
 - ii. The PROVIDER will actively engage the young adult in thoughtful, effective decision making, particularly around his/her own case plan and life choices.
 - iii. The PROVIDER will engage young adults in learning about the court process and legal proceedings, providing support and encouragement for them to attend their court reviews, when appropriate.
- j. **Documentation:** The PROVIDER will ensure that young people have access to important documentation.
 - i. The PROVIDER will ensure that young people has access to all important documentation.
 - ii. The PROVIDER will provide education about the purpose of and ways of accessing important documentation prior to transitioning out of care (i.e., birth certificate, social security card, medical records, green card, medical card, and other important documents).

6. Case Management

The PROVIDER will serve as the case manager for the young adult and will assist him/her in the development of his/her case plan. Case management services will include:

- a. Monthly face-to-face meetings;
- b. Development and revision of the young person's individualized case plan;
- c. Verification and certification of the young person's eligibility for the program;
- d. Conducting initial and ongoing assessments;
- e. Preparation, completion, and distribution of court report(s);
- f. Attendance at court hearings;
- g. Informing young person about court hearing(s);
- h. Ensuring the young person receives and completes the identified services;
- i. Referring the young person to services; and
- j. Ongoing communication with CWS Liaison.

7. Transportation

Transportation is often a barrier to the provision of services. The PROVIDER is expected to provide and/or assist the young person in locating and securing transportation to participate in independent living

activities.

B. Coordination and Management Service Activities (Minimum and/or mandatory tasks and responsibilities)

1. Coordination of Services

The PROVIDER shall develop methods for communicating and coordinating services with the Department and other contracted providers, agencies, and stakeholders. The PROVIDER will collaborate with Child Welfare Services Branch (CWSB), the Statewide IL Collaborative, IL Providers, and the Hawai'i Youth Advisory Board (YAB) to assist in the standardization of quality services and support across the state.

The PROVIDER shall work with:

- a. Young adults who are in or have exited the foster care system
- b. Child Welfare Services (CWS) Case Managers
- c. Purchase of Service (POS) Providers
- d. Program Development (PD)
- e. Section Administrators (SAs)
- f. Unit Supervisors
- g. Child Protective Services System (CPSS)
- h. State of Hawai'i Automated Keiki Assistance (SHAKA) system
- i. New computer system
- j. Private providers
- k. Other state agencies
- l. Statewide Task Force

2. Engagement

The PROVIDER will engage and incorporate young adults in the development, implementation, and evaluation of all program services.

3. Evaluation and Monitoring

In addition to the PROVIDER'S own agency-internal monitoring systems, the PROVIDER will utilize the National Youth in Transition Database (NYTD) survey (and/or a Department-approved survey) to track outcomes for the young person enrolled in the program. The NYTD survey, and/or another Department-approved survey, will be completed at enrollment and annually. Data gathered from the survey may be used to as part of the court review hearing report.

C. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

- a. All personnel must have valid and appropriate certification or licensure for their position, as applicable.
- b. All personnel must have a minimum of a High School Diploma or GED. Experience may not substitute for this requirement.
- c. All personnel who work directly with youth or young adults, in any capacity, (this includes those who provide skill building training and activities related to transition and independent living) must have a minimum of a Bachelor's degree from an accredited institution of higher education, and a minimum of one (1) year work experience in social services, preferably related to the twelve (12) through twenty-six (26) age group, and child abuse/neglect. Staff who exclusively transports clients is exempt from this educational and experience requirement.
- d. All personnel who provide counseling, case management, clinical therapy, or supervision to direct service staff under this contract must have a minimum of a Master's degree in Social Work or related field from an accredited institution, and a minimum of (1) year experience providing services to the target population of this contract or a highly similar population. For case management and supervisor positions only, a Bachelor's degree in Social Work or a related field and at least two (2) years of related experience may replace the Master's degree requirement.
- e. Regardless of education and experience, all personnel must be trained by experts in the areas of child abuse and neglect, engaging young people, independent living issues, and cultural competence within two (2) months of their employment start date. These trainings will be coordinated by the PROVIDER.
- f. All personnel shall undergo in-service trainings on topics directly related to the scope of services for this contract for a minimum of fifteen (15) hours a year. Training hours and attendance shall be tracked by the PROVIDER. Community trainings may fulfill this requirement.
- g. Any potential exceptions to these personnel requirements must be approved in writing by the Department in advance of the potential employee's start date.

2. **Administrative**

- a. The PROVIDER shall sign as agreed to and shall abide by any Administrative Assurances that are attached to Section 5 of this RFP
- b. The PROVIDER shall accept only foster or former foster youth who are referred by the Department of Human Services, unless otherwise specified in the contract.
- c. When there is a disagreement between the PROVIDER/ PROVIDER'S staff and the DEPARTMENT'S staff, in regard to the

performance of service activities within contracted specifications, the wishes of the DEPARTMENT of Human Services shall prevail. Failure of the PROVIDER to comply with the DEPARTMENT'S wishes shall be deemed cause for corrective action and potential contractual remedies, including possible termination.

The PROVIDER shall maintain and have documented proof of required insurance and coverage, as cited in item number 1.4 of the General Conditions, and item number 2 of the Special Conditions:

- i. Commercial General Liability Insurance shall be:
 1. Occurrence Based;
 2. In an amount of at least ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00) per occurrence; and TWO MILLION AND NO/100 DOLLARS (\$2,000,000.00) per annual aggregate.
 3. The State of Hawai'i is added as additional insured with respect to operations performed for the State of Hawai'i.
- ii. Automobile Liability Insurance shall be no less than ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00) each accident.
- iii. Errors and Omissions (Professional) Liability Insurance shall be in total aggregate amount that will pay up to
 1. ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00) per claim; and
 2. TWO MILLION AND NO/100 DOLLARS (\$2,000,000.00) annual aggregate.
- iv. Should subcontracting be allowed with prior approval from the DHS, PROVIDER shall include all subcontractors as additional insured under its policies, or furnish to the State the separate certificates and endorsements for each subcontractor. All insurance coverage requirements shall apply to the subcontractor as those requirements for the PROVIDER.
- v. The State reserves the right to amend insurance requirements in order to maintain all contracts in compliance with the most current as required by the State.

3. Quality Assurance and Evaluation

- a. All contracts shall be monitored by the Department in accordance with requirements set forth by Chapter 103F, Hawai'i Revised Statutes (HRS). Annual contract monitoring may include site visits with comprehensive evaluation of several areas of performance. These include review of conformance with standard contractual requirements, agency files, accounting practices, and case record keeping. In addition, ongoing contract monitoring shall include review of monthly and quarterly reports and periodic assessment of

program effectiveness, including, but are not limited to the following:

- i. The PROVIDER shall have the necessary infrastructure to support the provision of services in compliance with the standards as specified herein.
- ii. The PROVIDER shall maintain supporting documentation for credentialing in separate files on PROVIDER'S premises and shall make this information available to DHS as requested.
- iii. The PROVIDER shall collect, maintain and report to DHS, on a quarterly basis, information documenting progress and outcomes objectives cited in this RFP.
- iv. The PROVIDER shall allow DHS representatives or any authorized representatives full access to all case files, including client names, and administrative records for the purpose of program evaluation and/or contract monitoring.
- b. The PROVIDER shall agree to and shall abide by any Administrative Assurances that are attached to this Section number 5 of the RFP.
- c. There shall be regular, on-going communication between the PROVIDER and/or PROVIDER'S staff and the DHS staff to keep lines of communication open and to discuss the needs, specific concerns about foster or former foster youth; any procedural changes; and any other related RFP/contractual issues.
- d. The PROVIDER agrees to cooperate with the Department in refining and developing specific outcome measures and quality assurance protocols for evaluation of this initiative.
- e. As applicable, the PROVIDER shall provide timely and accurate case documentation necessary to monitor and evaluate the quality, quantity, and timeliness of service delivery activities to the DEPARTMENT'S staff. The PROVIDER must maintain files documenting information that may include, if required, and is not limited to: referral and intakes, assessment and service plans (including goals, objectives, and service activities), case status reports, case discharge reports, or service delivery activity reports. This information shall be forwarded to the DEPARTMENT using a format and schedule determined by the DEPARTMENT. Reports shall be provided, as requested by the DEPARTMENT.
- f. Throughout the term of the contract, the PROVIDER must maintain a system for evaluating the quality and effectiveness of the activities provided, with respect to client or service delivery outcomes. The evaluation process must include credible and tested measurement tools or instruments to be used to assess any applicable program efficacy in meeting performance and quality standards, including identifying indicators of client change, or service delivery performance. The evaluation process must also include a protocol or plan for making improvements or taking corrective action based upon evaluation findings. Upon request, the PROVIDER must provide the DEPARTMENT with copies of its evaluation documentation and plans

for improvements/modifications, as well as any other reports that include the contracted service.

- g. The PROVIDER must provide service activities in concurrence with the DEPARTMENT'S statutory mandates under 45CFR 1340, Hawai'i Revised Statutes Chapters 346, 350, and 587A, and Hawai'i Administrative Rules and Departmental procedures. The PROVIDER must provide service delivery in concurrence with the philosophy and treatment goals related to safety of children, the family's ability to protect the child, and a young person's transition to self-sufficiency.
- h. When disagreement between the provider staff and the DEPARTMENT'S staff exists in regard to the performance of service activities within contracted specifications, the wishes of the DEPARTMENT of Human Services shall prevail. Failure on the part of the provider to comply shall be deemed cause for corrective action and subject to contractual remedies.

4. Output and Performance/Outcome Measurements

Please refer to Forms A, B, and C.

5. Mandatory Provider Experience

The PROVIDER shall have a documented history that demonstrates:

- a. Fiscal responsibility,
- b. Ability to work with other agencies and organizations in an effective and collaborative manner,
- c. Ability to effectively administer service programs,
- d. Knowledge and experience working with the DEPARTMENT, specifically with foster and former foster youth and their transition from foster care to independence.

6. Reporting of Program and Fiscal Data

a. Required Program Reports:

Unless otherwise agreed, monthly, quarterly and year-end reports shall be submitted in a format specified by the DEPARTMENT in which the PROVIDER summarizes major activities undertaken during the report period. Data to be reported may include, but not be limited to the number of service units provided, the number of persons serviced, client lists, outcomes and objectives achieved, problems encountered, recommendations, and proposed future activities and staffing changes, if any.

b. Required Fiscal Reports:

PROVIDERS will submit invoices in the format specified by the DEPARTMENT.

Unless otherwise agreed, for cost reimbursement contracts, monthly and year-end reports shall be submitted listing total expenditures of contract funds, contract revenues received, and collections and expenditures from program income and other sources of funding.

c. Penalties for Late Reporting

Unless otherwise specified in the contract, program reports are due thirty (30) days after the end of quarter, and fiscal reports are due fifteen (15) days after the end of the month. At the option of the DEPARTMENT and according to the terms of the contract:

- i. Payments may be held pending the submission of required reports.
 - ii. Payments may be reduced and funding lapsed by fifteen percent (15%) when reports are not submitted within sixty (60) days after the due date specified by the Department.
 - iii. Reports not submitted within ninety (90) days after the DEPARTMENT'S specified due date, the PROVIDER will lapse funding for the period for which no reports have been received.
- d. The PROVIDER will still be required to maintain the capacity to provide the contracted level of services in spite of the reduced funding.
- e. Program report forms are located in RFP Section 5.

D. Facilities

The PROVIDER shall obtain and maintain adequate facilities for the satisfactory delivery of contracted services in the RFP and contract. The PROVIDER facilities shall be in accordance with all applicable federal, state, and local laws, such as meeting ADA requirements, and providing special equipment to be made available, as necessary. Facilities may be shared and shall be available on each island as specified by the DEPARTMENT. Facilities must be operational by the contract start date.

2.5 COMPENSATION AND METHOD OF PAYMENT

A. The Pricing Structure or Pricing Methodology to be used

Unless otherwise proposed and agreed between the PROVIDER and the DEPARTMENT, the pricing methodology for this service is checked below. The pricing methodology may be revised by mutual agreement throughout the term of the contract.

X Cost reimbursement where the STATE pays the provider for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum contract amount.

Fixed rate where the STATE pays the provider a set rate for a defined unit of service up to a stated maximum contract amount. The STATE and the provider agree on the number of units of service to be delivered for the stated contract amount.

Base Cost /Fixed Rate Combination where the STATE pays the provider a base amount for operating costs and a fixed rate for units delivered up to a stated contract amount.

Negotiated rate where the STATE determines the number of units it needs and then negotiates with the provider the total cost to provide all those units. The negotiated cost to deliver a set number of units allows a unit rate to be calculated.

B. Method of Compensation and Payment:

Payment shall be made in monthly installments after receipt and approval of invoices, reports, and other documents required by the DEPARTMENT.

The first payment shall be an advance installment of one (1) month of the initial term of one (1) year of the contract, beginning 7/1/2014 through and including 6/30/16. The first payment shall be one twelfth (1/12th) of the contract amount. Invoices shall be submitted in a format specified by the DEPARTMENT. The invoice format is located in RFP Section 5.

Unless otherwise agreed, subsequent payments shall be made upon receipt of an invoice and preliminary approval of reports and other documents required by the DEPARTMENT. All charges shall be supported by documentation indicating to whom services were provided and the types of services rendered by the PROVIDER.

All invoices, reports, and other required documents shall be submitted according to a schedule established by the DEPARTMENT, and in a format specified and approved by the DEPARTMENT.

FORM A: PEOPLE TO BE SERVED

PEOPLE TO BE SERVED	ANNUAL GOAL FOR THE CONTRACT YEAR
OVERALL POPULATION	
1. OVERALL: Number of young adults age eighteen (18) years and up to twenty-one (21) years.	
SPECIFIC POPULATION BREAKDOWN	
2. Number of young adults age eighteen (18) years and up to twenty-one (21) years who are completing secondary education or a program leading to an equivalent credential.	
3. Number of young adults age eighteen (18) years and up to twenty-one (21) years who are enrolled in an institution that provides post-secondary or vocational education.	
4. Number of young adults age eighteen (18) years and up to twenty-one (21) years participating in a program or activity designed to promote or remove barriers to employment.	
5. Number of young adults age eighteen (18) years and up to twenty-one (21) years who are employed for at least eighty (80) hours per month.	
6. Number of young adults age eighteen (18) years and up to twenty-one (21) years who are incapable to doing any of the activities described in items numbers 5-8, due to a medical condition, which incapability is supported by regularly updated information in the case plan for the young adult.	

FORM B: SERVICES

SERVICE ACTIVITIES	ANNUAL GOAL FOR THE CONTRACT YEAR
GENERAL	
1. Number of youth provided outreach to enable them to participate in the Imua Kākou Program while still under the care and responsibility of the DHS (foster custody and permanent custody).	
2. Number of young adults provided outreach to enable them to participate in the Imua Kākou program after they "aged out" of the foster care system.	
3. Number of young adults who were provided individualized assessments.	
4. Number of young adults who were provided culturally appropriate services.	
5. Number of young adults who participated in the monthly face-to-face contact with the case manager/IL worker.	
PERMANENCE	
6. Number of young adults who were provided assistance in identifying, establishing and maintaining permanent connections with supportive adults.	
SOCIAL CAPITAL	
7. Number of young adults who were linked to a mentor.	
EDUCATION	
8. Number of young adults who were provided assistance, information, referrals, linkage, and support to assist in completing high school or obtaining a GED.	
9. Number of young adults who were provided information and exposure to various post-secondary and/vocational education opportunities.	
10. Number of young adults who were provided assistance, information, support, referrals, and/or linkage to assist in understanding the requirements and process for post-secondary and/or vocational education, e.g., application process, accessing financial aid, required documentation, signing up for/completing entrance exams.	
11. Number of young adults who were made aware,	

referred, and/or connected to supportive educational services, e.g., tutoring, identified contact person with/on the particular post-secondary or vocational program, college counselor.	
EMPLOYMENT	
12. Number of young adults who were provided assistance, information, support, referrals, and/or linkage to opportunities for career exploration.	
13. Number of young adults who were provided assistance, information, support, referrals, and/or linkage to opportunities to participate in one or more work-related learning/work experiences, e.g., job shadowing, volunteer opportunities, internships, field trip to a work site.	
14. Number of young adults who were provided referral and/or linkage to employment readiness programs.	
15. Number of young adults who were provided assistance, information, support, guidance regarding employment readiness skills, e.g., education about the hiring process for various employers, required documentation, how to complete job applications, write a cover letter and resume, interview skills, appropriate dress attire for job interview/employment, time management, communication skills.	
FINANCIAL LITERACY & MANAGEMENT	
16. Number of young adults who were assisted in establishing a savings/checking account.	
17. Number of young adults who were provided assistance, information, assistance, support, referrals and/or linkage in developing and maintaining financial literacy skills, e.g., referred to financial literacy classes, assistance with formulating and maintaining budget.	
18. Number of young adults who were provided assistance, information, support, referral, and/or linkage to learn about and understand finances, such as how to read/understand credit reports and credit scores; learning about both state and federal taxes, and need to file tax returns.	
Physical, Mental, Emotional, & Spiritual Health	
19. Number of young adults who were provided assistance, information, support, referrals and/or linkage to obtaining and maintaining	

comprehensive medical care/coverage (includes, physical/dental and mental health).	
20. Number of young adults who were provided assistance, information, support, referrals, and/or linkage to health and health-related programs, e.g., DOH services, smoking cessation, drug and pregnancy prevention, abstinence programs.	
21. Number of young adults who were provided assistance, information, support, and/or guidance in identifying and accessing community resources to support their health care needs, e.g., community health centers.	
22. Number of young adults who were provided assistance, information, support, and/or guidance in identifying and accessing health care providers, e.g., transitioning from a pediatrician to a adult general practitioner.	
23. Number of young adults who were provided assistance, information, support, and/or guidance in understanding basic health care needs, e.g., annual physicals/dental check-ups, and in identifying personal health care needs, e.g., glasses, mental health services, specialized care, emergency care.	
HOUSING	
24. Number of young adults who were provided assistance, information, support, referrals, and/or linkage to available community housing resources, e.g., Section 8, available and affordable rental options	
25. Number of young adults who were provided education regarding housing issues such as renting, leasing, utilities, deposits, homeownership, roommates.	
26. Number of young adults who were provided assistance and support in furnishing and maintaining their home.	
27. Number of young adults who obtained new housing, which has lasted or is expected to last at least six (6) months.	
INDEPENDENT LIVING SKILLS	
28. Number of young adults who were provided assistance, information, support, referrals and/or linkages in developing and/or maintaining IL skills, e.g., budgeting, cooking, household chores, shopping for food and other necessities, personal	

hygiene, and are able to demonstrate acquisition of those skills.	
29. Number of young adults who were provided assistance, information, support, referrals and/or linkage in developing and/or maintaining social skills, e.g., communication, healthy relationships, conflict resolution.	
30. Number of young adults who were provided assistance, information, support and/or guidance in accessing and obtaining important documentation, e.g., valid ID, birth certificate, social security card.	
31. Number of young adults who were successful in obtaining important documentation.	
32. Number of young adults who were provided assistance, information, support, referrals and/or linkage in identifying and accessing transportation options, e.g., public transportation, obtaining a driver's license.	

FORM C: OUTCOMES

OUTCOMES	GOAL – PERCENT ACHIEVED
PERMANENCE	
1. Young adults have adults to rely on for a lifetime and supportive family networks.	
SOCIAL CAPITAL	
2. Young adults have, sustain, and capitalize on a diverse network of connections to achieve their life goals.	
EDUCATION	
3. Young adults acquire education and training to enable them to obtain and retain steady employment.	
EMPLOYMENT	
4. Young adults support themselves by obtaining and retaining steady employment.	
FINANCIAL CAPABILITY	
5. Young adults manage their budgets and achieve their financial goals.	
HOUSING	
6. Young adults have safe, stable, and affordable housing and have access to transportation for work and school.	
PHYSICAL AND MENTAL HEALTH	
7. Young adults have access to insurance and to the appropriate services and supports that meet their physical and mental health needs.	

FORM C: INDICATORS (FOR OUTCOMES)

OUTCOMES	GOAL – PERCENT ACHIEVED
PERMANENCE	
1. Number and percentage of young adults who have at least one supportive adult in their lives who will always be there to support them.	
2. Number and percentage of young adults who are able to maintain relationships with siblings.	
3. Number and percentage of young adults who are able to maintain relationships with family and kin.	
SOCIAL CAPITAL	
4. Number and percentage of young adults who have one common permanent connection across all of the young adult's life domains, e.g., family, school, work, community, and peers.	
EDUCATION	
5. Of young adults who entered Imua Kākou without a high school diploma or GED, the number and percentage of young adults in this subpopulation who successfully obtained a high school diploma or GED.	
6. Number and percentage of young adults who are satisfactorily on track to completion in post-secondary or vocational education programs.	
7. Number and percentage of young adults who successfully accessed financial aid opportunities, e.g., scholarships, FAFSA, tuition waivers.	
EMPLOYMENT	
8. Number and percentage of young adults who are employed at least eighty (80) hours per month.	
9. Number and percentage of young adults who satisfactorily participated in programs and activities designed to promote or remove barriers to employment, e.g., volunteer opportunities, internships, job shadowing.	
FINANCIAL LITERACY & MANAGEMENT	
10. Number and percentage of young adults who have a checking and/or savings account.	
11. Number and percentage of young adults who are able to successfully budget monthly expenses.	
Physical, Mental, Emotional, & Spiritual Health	
12. Number and percentage of young adults who have access to physical and mental health care.	
13. Number and percentage of young adults who	

successfully transitioned to adult health care providers.	
HOUSING	
14. GENERAL: Number and percentage of young adults who have safe, stable and affordable housing, with access to transportation.	
15. Number and percentage of young adults residing with former resource caregivers.	
16. Number and percentage of young adults residing in a supervised independent living placement.	
17. Number and percentage of young adults residing in another shared living arrangement.	
INDEPENDENT LIVING SKILLS	
18. Number and percentage of young adults who successfully accessed public and/or community resources, such as TANF, SNAP, etc.	
19. Number and percentage of young adults who were able to successfully obtain important documentation such as a valid ID, birth certificate, Social Security card, medical records.	
YOUNG ADULT ENGAGEMENT	
20. Number and percentage of young adults who report engagement and collaboration in developing their case plan.	
21. Number and percentage of young adults who report attending their court reviews.	
22. Number and percentage of young adults who report a positive experience with their court reviews.	
23. Number and percentage of young adults who are able to demonstrate self-advocacy skills.	

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The Proposal Application Form (SPO-H-200A) is available on the State Procurement Office website. See Section 1, Administrative Overview, 1.2, Website Reference. However, the form will not include items specific to this RFP. If using the website form, the Applicant must include all items in this section.*
- *The numerical outline for the application, the titles/subtitles, and the organization of the Sections of the Proposal Application and RFP identification information at the top right hand corner of each page should be maintained. The instructions for each section, however, may be deleted.*
- *Tabbing of the Applicant's sections is recommended.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See Section 5, Attachments, Attachment B, Sample Proposal Application Table of Contents, of this REP for more details.*
- *Applicants must also include a Table of Contents at the beginning section of the Proposal Application. See Section 5, Attachments, Attachment B, Sample Proposal Application Table of Contents, of this RFP for more details.*
- *A written response is required for **each item** in the Application, **unless** indicated otherwise. Failure to answer any of the items will impact upon the applicant's score.*
- *Applicants are **strongly encouraged** to review the evaluation criteria in Section 4, Proposal Evaluation, when completing the proposal.*
- *This form (SPOH-200A) is available on the SPO website (see 1.2, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the Applicant must include all items listed in this section.*
- *Applicants are required to submit the completed Proposal Application, as follows:*
 - *One (1) electronic copy of the proposal in portable document format (PDF) on a universal serial bus (USB) flash drive/thumb drive or a compact disc (CD) medium readable by a personal computer (PC);*
 - *One (1) printed one-sided-page original set of the proposal;*
 - *Plus two (2) printed copy sets of the proposal.*
- *The hard copy printed original set and the two(2) printed copy sets of the proposal may be submitted in three ring binders (Optional).*
- *The Proposal Application is comprised of the following sections. The Applicant shall submit proposals using the following formatting requirements:*
 - *12 point font size*
 - *1 inch margins*

- **NOTE:**
 - *Proposal shall be printed on one-sided pages; not double-side*
 - *The PDF proposal shall be saved whereby pages shall be readily-, fully-, continuously-able to be transmitted to a copier and printed, without effecting interruptions, such as requiring different resources, due to needing alternate paper source (letter/legal), alternate layout (portrait vs. landscape), etc.*

The Proposal Application is comprised of the following sections. The application shall not exceed the maximum number of pages listed for the narrative portion of each section, not including applicable attachments.

- Proposal Application Identification Form (**1 page**)
- Table of Contents (**2 pages**)
- Program Overview (**1 page**)
- Experience and Capability (**15 pages**)
- Project Organization and Staffing (**8 pages**)
- Service Delivery (**28 pages**), work plan attached separately.
- Financial (**5 pages**)
- Other(**2 pages**)

3.1 Program Overview (Total = 0 points)

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

3.2 Experience and Capability (Total = 18 points)

A. Necessary Skills (4 points)

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience (5 points)

1. The applicant shall provide all required information that demonstrates experience in providing:
 - a. Direct Services (case management, counseling, resource and referral, etc.);
 - b. Outreach:
 - 1) To youth and young adults, ideally former foster youth;
 - 2) To clients from a broad range of cultural and ethnic backgrounds
 - c. In communities that the applicant is proposing to serve.
2. The applicant shall document a minimum of two (2) years of experience within the most recent five (5) years that are pertinent to the service activities detailed in the RFP, Section 2;
3. The applicant shall provide a description of projects/contracts pertinent to the proposed services, which shall include:
 - a. Contract/Project identification number;
 - b. Name of Contracting Agency;
 - c. Name of contact person and contact information, including: phone, number(s), mailing address(es), email address(es);
 - d. Title of the service and a brief description of the service.
4. The State shall reserve the right to contact references listed to confirm the applicant has delivered services pertinent to the service activities detailed in this RFP and to verify experience.

C. Quality Assurance and Evaluation (4 points)

The applicant shall describe its own plans and demonstrate sufficiency of quality assurance and evaluation for the proposed services, including methodology, instruments, and timelines for proposed services..

D. Coordination of Services (4 points)

1. The applicant shall provide a detailed plan for coordinating its services with the DHS, Independent Living Service Providers, and other agencies, which include pertinent items listed in the Administrative Assurances.
2. The plan and/or other documents submitted shall demonstrate the applicant's capability of collaborating with the DHS, other agencies and resources in the community.

E. Facilities (1 point)

1. The applicant shall provide information and clear description of its facilities that demonstrate adequacy of facilities in relation to the proposed services. This includes, but is not limited to, the following: physical address, appropriateness of space in relation to proposed services; and shall be in accordance with all applicable federal, state, local laws, such as meeting ADA requirements, and providing special equipment to be made available, if necessary.
2. If facility/ies is/are not presently available, the applicant shall provide clear and detailed plans as to securing/preparing the facility/ies to allow for service delivery by the contract start date.

3.3 Project Organization and Staffing (Total = 18 points)**A. Staffing (9 points)**

1. Proposed Staffing and Qualification:

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

- a. Proposed staffing pattern;
- b. Proposed client-to-staff ratio;
- c. Proposed caseload capacity appropriate for the viability of services, as applicable to personnel requirements in the Service Specifications, including for all current or former foster youth.;
- d. List of proposed staff positions and whether full-time or part-time;
- e. The minimum qualifications, including education and experience, for each proposed position;
- f. Proposed position descriptions (included in the proposal), including assignment of all required responsibilities and activities.

2. The applicant's shall assure and provide that all proposed position titles in the organization-wide and program-specific charts and program-specific charts match titles in the proposed position descriptions and proposal narrative.

B. Project Organization (Total = 9 points)

1. Supervision and Training: In order to ensure the provision of the proposed quality services, the applicant shall describe demonstrated ability, relative to the delivery of the proposed services. in the following areas **(6 points)**:
 - a Supervision
 - b Training
 - c Administrative support and
2. Organization Chart **(2 points)**
 - a The applicant shall provide a detailed Organization-Wide chart showing (1 point)
 - b Where Imua Kakou services fit in the larger organization;
 - 1) The agency-wide administrative staff that will support or serve the proposed Imua Kakou services, and;
 - 2) The lines of authority and direct supervision.
 - b. The applicant shall provide a program-Specific organizational chart that reflects all of the following for each position budgeted to the program, including:
 - 1) Position Title from and consistent to proposed position description;
 - 2) Qualification level, e.g., high school, BS, MS degrees;
 - 3) Full time equivalency (FTE) to the applicant agency and to the program;
 - 4) The lines of authority and supervision.
3. Forms A, B, C: The applicant shall provide rationale and reasonable numbers and percentages for all items listed in Performance Measurement Forms A, B, and C **(1 point)**.

3.4 Service Delivery (Total = 56 points)

Applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2, Item 2.4, Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

The scope of work encompasses the following tasks and responsibilities:

- A. Referral, Intake, and Termination: The applicant shall provide a proposal that provides detailed information for all Imua Kakou Program services and activities on **(6 points)**:
 - 1. Referral process
 - 2. Intake
 - 3. Termination/Transition Planning
- B. Assessment, Service Planning, and Case Management: The applicant shall provide a proposal that provides detailed information on the process it will use to **(10 points)**:
 - 1. Assess client strengths and areas needing improvement or support ;
 - 2. Engage the clients in services planning, and determining practical service outcomes to develop and implement an Individualized Independent Living Plan (IILP)/Individualized Case Plan (ICP.
 - 3. Provide comprehensive case management.
- C. Direct Service Provision **(33 points)**:
 - 1. The applicant shall provide a detailed, comprehensive and practical plan for the delivery of services to the client, based on the assessment and individualized program plan, for:
 - a. Education and educational support services;
 - b. Employment;
 - c. Financial literacy and management;
 - d. Physical, spiritual, emotional, and mental health
 - e. Counseling;
 - f. Housing;
 - g. Daily living skills;
 - h. Young adult engagement;
 - i. Documentation;
 - j. Family connections and social capital; and
 - k. Cultural connections.
 - 2. The applicant shall include an assessment of the logic of the Work Plan for the major service activities and tasks to be completed, including clarity of work assignments and responsibilities, and the practicality of the timelines and schedules, as applicable.
 - 3. Transportation: The applicant shall provide a detailed plan to make transportation available to the youth in order that the youth is able to successfully participate in independent living activities.
- D. Coordination with the DHS: The applicant shall provide a detailed explanation of how the program will work with the Department to establish agreed-upon services, common service goals and outcomes for the clients, policies and procedures for the services, which all shall be evolving rapidly throughout the contract period **(5 points)**.
- E. Grievance and Dispute Resolution Procedures: The applicant shall submit a strength-based policy and procedure plan to address potential disputes between the provider and CWS staff who share clients, as well as grievances/disputes between clients and the provider's staff **(2 points)**.

3.5 Financial (Total = 8 points)

A. Pricing Structure

1. The applicant shall submit a clear and detailed budget, which fully supports: the scope of services, identified major Imua Kakou projects, and Performance Measurement Forms A, B, and C (2 points):
 - a. Subject to: all Department fiscal requirements; and
 - b. Cost Principles, pursuant to HRS Chapter 103F.
2. The applicant shall submit all budget information and forms listed in RFP, Section 3 (1 point).

The Applicant shall submit All the required budget information using the budget forms list below. All budget forms, instructions, and samples are located on the State Procurement Office Website. See Section 1, Administrative Overview, 1.2 website Reference, of this RFP. All budget forms shall be attached to the Application.

SPO-H-205:	Budget
SPO-H-206A;	Personnel – Salaries and Wages <i>Must include all scheduled pay raises</i>
SPO-H-206B:	Personnel – Taxes, Assessments Fringe
SPO-H-206C:	Inter- Island Travel
SPO-H-206E:	Contractual Services – Administrative
SPO-H-206F:	Contractual Services – Subcontracts
SPO-H-206H:	Program Activities
SPO-H-206I:	Equipment Purchases

Note: AWARDEES ONLY may be asked to submit additional budget forms at a later date as part of the contracting process including, but not limited to:

SPO-H-205A:	Organization- Wide Budget by source of funds
SPO-H-205B:	Organization- Wide Budget by Programs
SPO-H-206G:	Depreciation (as applicable)

3. The Applicant shall be advised for budgeting purposes that there are insurance requirements and auditing requirements under this contract. See the Insurance Requirements, General Conditions (on SPO website), and Special Conditions, of the Contract (referencing Attachment E and F) in Section 5 of this RFP.
4. The Applicant shall provide a brief explanation of how the line item costs on form SPO-H-205 were derived unless those line items are explained on other budget forms in the SPO-H-206 series

5. All budgeted costs (personnel and non-personnel) **(1 point)**:
 - a. The applicant shall ensure that all budgeted costs are reasonable and appropriate;
 - b. The applicant shall clearly demonstrate that all budgeted costs are reasonable and comparable to similar costs in the community.
6. The applicant shall provide a clear and acceptable budget for the administrative costs, not to exceed fifteen percent (15%) of the annual funding amount. The budget for administrative costs, the applicant agency's federally-approved indirect rate letter, and the general categories used to determine the applicant agency's federal rate are attached **(2 points)**.

Note: The applicant shall review HRS Chapter 103F, Cost Principles for Purchases of Health and Human Services, for allowable/unallowable expenditures. Travel for training purposes, Interisland Travel, and Out-of-State Travel are NOT allowed.

B. Other Financial Related Materials

1. The applicant shall submit the most recent financial audit, with all management letters, as completed within the last two (2) years **(2 points)**;
2. The applicant shall provide information that demonstrates having an adequate accounting system.

3.6 Other

A. Litigation

The applicant shall disclose and explain any pending litigation to which they are a party, including the disclosure of any outstanding judgment.

- B)** The applicant shall sign a copy of the Administrative Assurances in Section 5, Attachments to this RFP. The Administrative Assurances shall be attached to the Application.

Section 4

Proposal Evaluation

4.1 Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

4.2 Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

<u>Evaluation Categories</u>		<u>Possible Points</u>
Administrative Requirements		Pass or Reject
Proposal Application		100 Points
Program Overview	0 points	
Experience and Capability	18 points	
Project Organization and Staffing	18 points	
Service Delivery	56 points	
Financial	08 points	
TOTAL POSSIBLE POINTS		100 Points

4.3 Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

FAILURE TO INCLUDE ANY OF THE REQUIRED DOCUMENTS STATED IN “A. 1. ADMINISTRATIVE REQUIREMENTS,” AND “A. 2. PROPOSAL APPLICATION REQUIREMENTS,” AS PART OF THE SUBMITTED FINAL PROPOSAL SHALL RESULT IN REJECTION OF THE PROPOSAL.

1. Administrative Requirements

- a. Proposal Application Checklist
- b. Hawaii Compliance Express verification
- c. Financial Audit (most recent within the last two (2) years)
- d. Administrative Assurances

2. Proposal Application Requirements

- a. Proposal Application Identification Form (Form SPOH-200)
- b. Table of Contents
- c. Program Overview
- d. Experience and Capability
- e. Project Organization and Staffing (including Performance Measurement Forms A, B, and C)
- f. Service Delivery (including Work Plan)
- g. Financial (All required forms and documents)
- h. Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

- 1. **Program Overview:** No points are assigned to Program Overview. The intent is to give the applicant the opportunity to orient evaluators and to provide a brief overview of the applicant agency's mission, the program and services being offered, and the goals and objectives of the proposed service activities for the target population in the geographic area.

- 2. **Experience and Capability (18 points)**

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

a. **Necessary Skills**

4 points

The applicant has demonstrated that it has the necessary skills, abilities, and knowledge relating to the deliver of the proposed services.

b. **Experience**

5 points

- 1) The applicant has provided all required information that demonstrates experience in providing:
 - a) Direct Services (case management, counseling, resources, and referrals, etc.)
 - b) Outreach:
 - To youth and young adults, ideally former youth;
 - To clients from a broad range of cultural and ethnic backgrounds.
 - c) In communities that the applicant is proposing to serve
- 2) The applicant has documented a minimum of two (2) years of experience within the most recent five (5) years that are pertinent to the service activities detailed in the RFP, Section 2;
- 3) The applicant provided a description of projects/contracts pertinent to the proposed services, which included:
 - a) Contract/Project identification number;
 - b) Name of Contracting Agency;
 - c) Name of contact person and contact information, including: phone number(s), mailing address(es), email address(es);
 - d) Title of the service and a brief description of the service.

c. **Quality Assurance and Evaluation**

4 points

The applicant has described its own plans and has demonstrated sufficiency of quality assurance and evaluation for the proposed services, including methodology, instruments, and timelines for proposed services

d. **Coordination of Services**

4 points

- 1) The applicant has provided a detailed plan for its services with the DHS, Independent Living Service Providers, and other agencies, which include pertinent items listed in the

Administrative Assurances.

- 2) The applicant has submitted plans and/or other documents that clearly demonstrates the applicant's capability to coordinate services with the DHS, other agencies and resources in the community.

e. Facilities

1 point

- 1) The applicant has provided information and clear description of its facilities that clearly demonstrates adequacy of facilities in relation to the proposed services. This included, but was not limited to, the following: physical address, appropriateness of space in relation to proposed services; and is in accordance with all applicable federal,
- 2) state, local laws, such as meeting ADA requirements, and its ability to provide special equipment to be made available, if necessary.
- 3) If the facility/ies is/are not presently available, the applicant has provided clear and detailed plans as to securing/preparing the facility/ies to allow for service delivery by the contract start date.

3. Project Organization and Staffing (18 Points)

The State will evaluate the applicant's overall staffing approach to the service that shall include:

A. Staffing

9 points

- 1) Proposed Staffing and Qualification:
The applicant has clearly described the proposed staffing pattern, client-to-staff ratio and proposed caseload capacity appropriate for the viability of the services, as applicable to personnel requirements in the Service Specifications.
 - a) Proposed staffing pattern;
 - b) Proposed client-to-staff ratio
 - c) Proposed caseload capacity appropriate for the viability of services, as applicable to personnel requirements in the Service Specifications, including for all current or former foster youth;
 - d) List of proposed staff positions and whether full-time or part-time;
 - e) The minimum qualifications, including education and experience, for each proposed position;
 - f) Proposed position descriptions (included in the proposal), including assignment of all required responsibilities and activities.
- 2) The applicant has assured and has provided that all proposed position titles in the organization-wide and program-specific charts and program-specific charts match titles in the proposed position descriptions and proposal narrative.

B. Project Organization (9 Points)

- 1) Supervision and Training: In order to ensure the provision of the proposed quality services, the applicant has clearly described its demonstrated ability, relative to the delivery of the proposed services, in the following areas (6 points):
 - a) Supervision
 - b) Training
 - c) Administrative support and direction

3 points

2 points

1 point

2) Organization Chart (2 points):

- a) The applicant has provided a detailed Organization-Wide chart showing 1 point
- Where Imua Kakou services fit in the larger organization;
 - The agency-wide administrative staff that will support or serve the proposed Imua Kakou services; and
 - The lines of authority and direct supervision.
- b) The applicant has provided a Program-Specific organizational chart that reflects all of the following for each position budgeted to the program, including: 1 point
- Position Title from and consistent to proposed position description;
 - Qualification level, e.g., high school, BS, MS degrees;
 - Full-time equivalency (FTE) to the applicant agency and to the program;
 - The lines of authority and supervision.
- c) Forms A, B, C: The applicant has clearly provided rationale, reasonable numbers, and percentages for all items that are listed in Performance Measurement Forms A, B, and C. 1 point

4. Service Delivery (56 Points)

The DHS shall assess the applicant's clear, practical, and detailed description of its proposed method of service delivery and management requirements from Section 2, including a review of the fully completed and detailed Work Plan of relevant service activities and tasks, work assignments and responsibilities, and timelines/schedules.

The applicant has provided a clear, practical, and detailed scope of work/plan, which encompasses the following tasks and responsibilities:

- 1) Referral, Intake, and Termination: The applicant has provided a proposal that provides detailed information for all Imua Kakou Program services and activities on (6 points):
- 1) Referral process 2 points
 - 2) Intake 2 points
 - 3) Termination/Transition Planning 2 points
- 2) Assessment, Service Planning, and Case Management: The applicant has provided a proposal that provides

detailed information on the process it will used to (10 points):	
1) Assess client strengths and areas needing improvement or support	<u>2 points</u>
2) Engage the clients in services planning, and determining practical service outcomes to develop and implement an Individualized Independent Living Plan (IILP)Individualized Case Plan (ICP)	<u>3 points</u>
3) Provide comprehensive case management	<u>5 points</u>
3) Direct Service Provision (33 points):	
1) The applicant has provided a detailed, comprehensive and practical plan for the delivery of services to the client, based on the assessment and individualized program plan, for:	
a) Education and educational support services t	<u>3 points</u>
b) Employment	<u>3 points</u>
c) Financial literacy and management	<u>3 points</u>
d) Physical, spiritual, emotional, and mental health	<u>3 points</u>
e) Counseling	<u>3 points</u>
f) Housing	<u>3 points</u>
g) Daily living skills	<u>3 points</u>
h) Young adult engagement	<u>3 points</u>
i) Documentation	<u>3 points</u>
j) Family connections and social capital	<u>3 points</u>
k) Cultural connections	<u>3 points</u>
2) The applicant has included an assessment of the logic of the Work Plan for the Major service activities and tasks to be completed, including clarity of work assignments and responsibilities, and the practicality of the timelines and schedules, as applicable, and included in item "1)."	
3) Transportation: The applicant has provided a detailed plan to make transportation available to the youth in order that the youth is able to successfully participate in independent living activities.	
D) Coordination with the DHS: The applicant has provide a detailed explanation of how the program will work with the Department to establish agreed-upon services, common service goals and outcomes for the clients, policies and procedures for the services, which all shall be evolving rapidly throughout the contract period.	<u>5 points</u>
E) Grievance and Dispute Resolution Procedures: The applicant has submitted a strength-based policy and procedure plan to address potential disputes between the	

provider and CWS staff who share clients, as well as grievances/disputes between clients and the provider's staff.

2 points

5. Financial (8Points)

A) Pricing Structure

1) The applicant has submitted a clear and detailed budget, which fully supports: the scope of services, and has identified major Imua Kakou projects and performance Measurement Forms A, B, and C

2 point

a) Subject to: all Department fiscal requirements; and

b) Cost Principles, pursuant to HRS Chapter 103F

2) The applicant has submitted **ALL** the required budget information using the budget forms listed in Section 3. **ALL** budget forms are attached to the Application.

1 point

3) The applicant has been advised and is aware that there are insurance requirements and auditing requirements under this contract. The Insurance Requirements are stated in the General Conditions and the Special Conditions.

4) The applicant has provided a brief explanation of how the line item costs on form SPO-H-205 were derived, unless those items have been explained on other budget forms in the SPO-H-206 series.

5) The applicant's budgeted costs (personnel and non-personnel) are appropriate considering the service activities and tasks to be delivered. The applicant has clearly explained how it verified that all budgeted costs are reasonable and comparable to similar costs in the community. The applicant's budget is in compliance with an applicable laws, regulations, and rules

1 point

6) The applicant has provided a clear and acceptable budget for the administrative costs, not to exceed fifteen percent (15%) of the annual funding amount. The budget for administrative costs, the applicant agency's federally-approved indirect rate letter, and the general categories used to determine the applicant agency's federal rate are attached.

2 points

B) Other Financial Related Materials

1) The applicant has submitted the most recent financial audit, with all management letters, as completed

- within the last two (2) years;
- 2) And with the submission of the Financial Audit, the DHS has determined the adequacy of the applicant's accounting system.

2 points

C) Phase 3 – Recommendation for Award

A Statement of Finding and Decision (Notice of Award) shall be provided by mail (USPS) to all responsive and responsible applicants for the award or non-award of the contract upon completion of the evaluation of all proposals. The Statement shall provide information regarding only the individual applicant, not all of the applicants, as well as the name of the applicant that the contract was awarded to.

SECTION 5

ATTACHMENTS

- A. Proposal Application Checklist**
- B. Sample Proposal Application Table of Contents**
- C. Proposal Application Identification Form (SPO-H-200)**
- D. Criminal History Record Check Standards and Protective Services Central Registry Standards**
- E. General Conditions**
- F. Special Conditions**
- G. Administrative Assurances**
- H. Work Plan Format (to be provided by way of addendum)**
- I. Sample Program and Fiscal Report Formats**
 - 1. Quarterly Report Formats**
 - a. Activity Report (QAR)**
 - b. Staffing Changes (QSC)**
 - 2. Monthly Client Eligibility List (MCEL)**
 - 3. Monthly Expenditure Report Formats**
 - a. Report of Expenditures, DHS 210**
 - b. Personnel Cost, DHS Form 210A**
 - 4. DHS Invoice Format**

Attachment A:
PROPOSAL APPLICATION CHECKLIST

Proposal Application Checklist

Applicant: _____

RFP No.: SSD-13-POS-4000-SW Statewide _____

The Applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated, and returned to the state purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, 1.2 Website Reference.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Section 5, Attachments	X	
Table of Contents	Section 1, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Cost Proposal (Budget)			X	
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5	N/A	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions in Section 5	N/A	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website* Special instructions in Section 3	N/A	
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*	X	
Certifications:				
Hawaii Compliance Express	Section 1, RFP	SPO Website	X	
Federal Certifications				
Debarment & Suspension	Special Conditions	Section 5, RFP, Attachments	N/A	
Drug Free Workplace	Special Conditions	Section 5, RFP, Attachments	N/A	
Lobbying	Special Conditions	Section 5, RFP, Attachments	X	
Program Fraud Civil Remedies Act	Special Conditions	Section 5, RFP, Attachments	N/A	
Environmental Tobacco Smoke	Special Conditions	Section 5, RFP, Attachments	N/A	

Authorized Signature

Date

Printed Name _____

Title _____

ATTACHMENT B

SAMPLE

PROPOSAL APPLICATION
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ATTACHMENT C

PROPOSAL APPLICATION IDENTIFICATION FORM (SPO-H-200)

This form may be found on the State Procurement Office website at: <http://hawaii.gov/spo>.

- **The form may be accessed at the search bar by typing in the:**
 - **Title of the form, “Proposal Application Identification Form,” or;**
 - **Assigned number for the form, “SPOH-200.”**
- **Click on “SPOH-200” to download and complete form**

ATTACHMENT D

CRIMINAL HISTORY RECORD CHECK STANDARDS

A Criminal History State Name Check is required. For more information please refer to Section 2.

For CWSB providers: State name checks are to be obtained from the Hawaii Criminal Justice Data Center (HCJDC) website: (<http://ecrim.ehawaii.gov/ahewa/>). Individuals who do not have access to computer may request information from the following:

Oahu: Hawaii Criminal Justice Data Center
465 South King Street, Room 101
Honolulu, Hawaii 96813

Providers are required to have the official printout on file prior to any prospective employee commencing work on subject contract. Cost for the official printout/results for the criminal history check is a fee of \$10.00 fee.

Neighbor Islands: County police stations where HCJDC computer terminals are available. Molokai and Lanai are covered through the main police station on Maui.

PROTECTIVE SERVICES CENTRAL REGISTRY STANDARDS

A Child Protective Services System Central Registry Clearance (CWS CA/N registry check) is required.

For more information please refer to Section 2.

The Department of Human Services or its designee is responsible for conducting the Protective Services Central Registry checks upon request of the individual seeking to become a direct service provider.

For CWSB Direct Service Providers: Please go to the DHS website to obtain the “Child Protective Services System Central Registry Clearance Form – Experimental (2/06)” and follow the provided instructions.

<http://humanservices.hawaii.gov/ssd/backgroundcheck>

The individual shall fill out the Form, “Child Protective Services System Central Registry Clearance Form – Experimental (2/06)” and submit as instructed on the form

The updated Criminal History Record Check Standards and Protective Services Central Registry Standards will be posted at the SPO website at a later date.

ATTACHMENT E

GENERAL CONDITIONS

This form may be found on the State Procurement Office website at

<http://hawaii.gov/spo/>

Hard copies of the General Conditions will be available at:

**Department of Human Services
Social Services Division
810 Richards Street, Suite 400
Honolulu, Hawaii 96813**

ATTACHMENT F

SPECIAL CONDITIONS

SPECIAL CONDITIONS

(Revised 5/16/12)

1. **Failure to Deliver.** In addition to Section 3.5, Personnel Requirements, and Section 4.2, Termination in General, of the General Conditions, PROVIDER further agrees to the following: the inability of PROVIDER to provide the necessary personnel shall not be an acceptable reason for failure to complete the services required. Failure to complete any part of the services contained in Attachment 1, Scope of Services, and any attachments to Attachment 1 as applicable, shall be deemed to be a failure to provide the required services adequately or satisfactorily, entitling STATE to terminate this Agreement. The service shall not be deemed delivered or performance completed until all elements of each service are delivered or completed and accepted by STATE.

2. **Insurance.** The following provisions are added to Section 1.4 of the General Conditions.
 - a. PROVIDER shall obtain and maintain at all times: **Automobile Liability Insurance** as applicable for Any Auto, Non-Owned Autos, and Hired Autos used by the PROVIDER to carry out services specified in this Agreement shall be obtained from a company authorized to do business in the State of Hawai'i, or meet Section 431:8-301, Hawai'i Revised Statutes, if utilizing an insurance company not licensed by the State of Hawai'i and complying with the Hawai'i No Fault Insurance Law. The amount shall be no less than ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00) each accident. Prior to or upon execution of this Agreement, PROVIDER shall furnish STATE with a Certificate of Insurance verifying the existence of such insurance

 - b. If PROVIDER'S employees are required to use personally-owned automobiles to carry out services specified in this Agreement PROVIDER shall require said employees to have a valid driver's license, obtain and maintain all Automobile Insurance coverage required by State law, and to use only vehicles for which there is automobile liability coverage of no less than ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00) each accident. This liability coverage limit may come from the employee's own Automobile Insurance. This liability coverage limit may also come from PROVIDER'S Automobile Liability Insurance or PROVIDER'S Commercial General Liability Insurance, provided that the insurance covers Non-Owned Autos. This requirement applies to all employees' use of personal vehicles for contracted, service-related activities, whether or not they are transporting clients.

 - c. PROVIDER shall obtain and maintain at all times: **Errors and Omissions (Professional) Liability Insurance** issued by a company authorized to do business in the State of Hawai'i, or meet Section 431:8-301, Hawai'i Revised Statutes, if utilizing an insurance company not licensed by the State of Hawai'i, in a total aggregate amount that will pay up to ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00) per claim, TWO MILLION AND NO/100 DOLLARS (\$2,000,000.00) annual aggregate. Prior to or upon execution of this AGREEMENT, PROVIDER shall furnish STATE with a Certificate of Insurance, verifying the existence of such insurance.

 - d. The **Commercial General Liability Insurance** as required in Section 1.4 of the General Conditions shall be Occurrence Based.

- e. PROVIDER'S insurance policy shall contain the following clauses:
 - i) The State of Hawai'i is added as an additional insured as respects to operations performed for the State of Hawai'i.
 - ii) It is agreed that any insurance maintained by the State of Hawai'i will apply in excess of, and not contribute with, insurance provided by this policy.
- f. PROVIDER shall immediately provide written notice to the STATE should any of the insurance policies required under this Agreement be cancelled, limited in scope, or not renewed upon expiration.
- g. Failure of PROVIDER to provide and keep in force such insurance shall be regarded as failure to provide the required services adequately or satisfactorily, entitling STATE to exercise any or all of the remedies provided in this Agreement.
- h. The procuring of such required policy or policies of insurance shall not be construed to limit PROVIDER'S liability hereunder nor to fulfill the indemnification provisions and requirements of this Agreement. Notwithstanding said policy or policies of insurance, PROVIDER shall be obliged for the full and total amount of any damage, injury, or loss caused by PROVIDER or its authorized representatives.
- i. The STATE reserves the right to amend insurance requirements in order to maintain all contracts in compliance with the most current State requirements.
- j. At all times, PROVIDER shall comply with all current insurance requirements specified in the Hawai'i Revised Statutes and the Hawai'i Administrative Rules.

3. **Notice.** Any notice, bill, invoice, report, request, correspondence, approval, communication or demand that either party desires or is required by this Agreement to give the other party shall be in writing and either served personally or sent through the United States Postal Service by pre-paid first class mail to the addresses noted below. Either party may change its address by notifying the other party of the change in address in writing. Notices of the change in address shall be deemed communicated within forty-eight (48) hours from the time of mailing if mailed as provided in this paragraph.

STATE: **Department of Human Services**
 Social Services Division
 Purchase of Services Unit
 810 Richards Street, Suite 400
 Honolulu, Hawai'i 96813

PROVIDER:

Name: _____

Title: _____

Address: _____

4. **Force Majeure.** Neither party shall be held responsible for delays or failures in performance resulting from acts beyond control of such party. Such acts shall include, but not be limited to, acts of God, labor disturbances, riots, acts of war, epidemics, government regulations imposed after the fact, fire, flood, communication line failures, power failures, shortages of transportation, earthquakes, hurricanes, or other causes beyond such party's control, provided that such party notifies the other party of such delay and the reason therefore as soon as practicable after its occurrence and requests extension prior to the specified date of product delivery, service, reports, or responses.
5. **Modifications of Agreement.** In addition to Section 4.1, Modifications of Agreement, of the General Conditions, the party requesting an amendment, modification, alteration, change, or extension of any term, provision, or condition of this Agreement shall allow thirty (30) calendar days for consideration and approval of the request.
6. **Confidential Information.** In addition to Section 2.1, Confidentiality of Material, of the General Conditions, the PROVIDER further agrees to the following: All information and records about or for the clients served, secured from clients, STATE, or any other individuals or agencies by PROVIDER, or prepared by PROVIDER for STATE, in satisfaction of this Agreement, shall be confidential and shall not be made available to any individual or organization by PROVIDER without prior written approval of STATE, subject to provisions of applicable State of Hawai'i and Federal statutes, and State of Hawai'i Administrative Rules. To insure the confidentiality of all such information and records, PROVIDER shall immediately refer all inquiries for information, including subpoenas, to **the AGENCY'S Child Welfare Services Branch Administrator** or representative.
7. **Copyright and Patent.** In addition to Section 2.2, Ownership Rights and Copyright, of the General Conditions, the PROVIDER further agrees to the following: no summary, report, map, chart, graph, table, study or other document or discovery, invention, or development produced in whole or in part under this Agreement shall be the subject of an application for copyright or patent by or on behalf of the PROVIDER, its officers, its agents, its employees, or its SUB-PROVIDERS without prior written authorization from the Director. It is strictly understood that all finished or unfinished documents, reports, summaries, lists, charts, graphs, maps, or other materials prepared by the PROVIDER and all discoveries, inventions, or developments produced in whole or in part under this Agreement shall be the property of STATE.
8. **State Audit Requirement.** The PROVIDER shall have an annual audit conducted by an independent Certified Public Accountant to verify that its financial management system and internal control procedures are effective in meeting the terms and conditions of this Agreement. The PROVIDER shall obtain an audit in accordance with generally accepted auditing standards, and shall furnish a copy of such audit to STATE. This requirement shall apply to all the PROVIDERS receiving general funds from STATE.

An audit under this provision shall NOT be required if both of the following conditions are met:

- a. The PROVIDER is subject to the federal audit requirements specified below; and
- b. The federal audit addresses whether the PROVIDER'S internal control procedures are effective in meeting the terms and conditions of this Agreement.

9. **Federal Audit Requirement.** The PROVIDER spending Five Hundred Thousand (\$500,000) or more per year in federal financial assistance shall be subject to federal audit requirements under Office of Management and Budget (OMB) Circular A-133, "Audits of State, Local Governments, and Nonprofit Organizations." The PROVIDER shall furnish a copy of any such audit to STATE.
10. **Federal Funds.** In addition to Section 1.1.2, Federal Funds, of the General Conditions, when receiving Federal Funds, the PROVIDER shall comply with all regulations and requirements of the expending Federal agency and complete all required forms and documents. The PROVIDER shall allow full access to records, reports, files, and other documents so that the program, management, and fiscal practices may be monitored by federal representatives directly connected with the program under this Agreement.
11. **Accounting System.** The PROVIDER shall maintain an adequate accounting system for keeping procurement and financial records required by STATE, and shall maintain books, records, documents and other evidence which sufficiently and properly reflect all funds received, all direct and indirect expenditures of any nature related to PROVIDER'S performance and provide an adequate audit trail to support the claims for reimbursement under this AGREEMENT. The requirements for an adequate accounting system shall include, but are not limited to:
 - The ability to keep all the procurement and financial records accurately as required by law, the purchasing agency, or the state procurement office;
 - The ability to permit timely development of all necessary cost data in the form required by the specific contract type contemplated; or
 - Compliance with generally accepted accounting principles.
12. **Maintain Records.** In addition to General Conditions, Section 2.3, Record Retention, PROVIDER shall maintain statistical, clinical and administrative records pertaining to services of this Agreement. The records shall be subject at all reasonable times to inspection or review by STATE or Federal representatives directly connected with the program area under this Agreement.
13. **Intent to Reduce, Terminate or Deny Services.** The PROVIDER shall notify STATE of its intent to reduce, terminate or deny services to a STATE referred individual or family at least fourteen (14) working days before the date of termination or denial of services, except in cases which require immediate termination, or as stated elsewhere in this Agreement.
14. **For Business Termination.** In addition to the requirements of Section 4.2, Termination in General, in the General Conditions, PROVIDER further agrees to the following: if PROVIDER shall cease conducting business in the normal course, become insolvent, make a general assignment for the benefit of creditors, suffer or permit the appointment of a receiver for its business or assets, or shall avail itself of, or become subject to, any proceeding under the Federal Bankruptcy Code or any other statute of any state relating to insolvency or the protection of rights of creditors, then at the option of STATE this Agreement shall terminate and be of no further force and effect and any property or rights of STATE, tangible or intangible, shall immediately without further notice or demand, be returned to STATE.
15. **Equipment.** If more than fifty percent (50%) of total contract funds specified in Attachment 3 of this Agreement are paid according to a cost reimbursement pricing methodology, then all equipment purchased with contract funds under this Agreement including items of personal property, as distinguished from real property, that have an acquisition cost of \$250.00 or more per

item and with an expected life of more than one year, shall remain the property of STATE. Following the Agreement period, all equipment shall be reported in the final fiscal report to STATE. Disposition of said equipment shall be prescribed by STATE.

16. General Conditions, item 1.6, Reporting Requirements, is revised as follows:

The PROVIDER shall submit a Final Project Report to the STATE containing the information specified in Attachment 3 to this Agreement if applicable, or otherwise satisfactory to the STATE, documenting the PROVIDER'S overall efforts toward meeting the requirements of this Agreement, and where applicable in Attachment 3, listing expenditures actually incurred and units actually delivered in the performance of this Agreement. The PROVIDER shall return any overpayments to the STATE.

17. **Option to Extend.** STATE and PROVIDER may agree in writing to extend the terms of this Agreement in accordance with any of the following that are checked:

X	The provisions of the Request for Proposals.
X	The provisions of Hawai'i Administrative Rules at §3-149-301 regarding the extension of existing contracts during a procurement process.
	When the Agreement was exempt from procurement rules in accordance with Hawai'i Administrative Rules at §3-141-503.
X	If STATE and PROVIDER agree to an extension to utilize unspent funds.

18. As stated in Section 508 of Public Law 103-333, with regard to statements, press releases, requests for proposals, bid solicitations and other documents describing projects or programs funded in whole or in part with federal money, all grantees receiving federal funds, including but not limited to State and local governments and recipients of federal research grants, shall clearly state (1) the percentage of the total costs of the program or project which will be financed with federal money, (2) the dollar amount of federal funds for the project or program, and (3) percentage and dollar amount of the total costs of the project or program that will be financed by non-governmental sources.
19. **Environmental Tobacco Smoke.** The Provider must comply with Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro Children Act of 1994 (Act). This Act requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted by an entity and used routinely or regularly for provision of health, day care, education, or library services to children under the age of 18, if the services are funded by federal programs either directly or through State or local governments. Federal programs include grants, cooperative agreements, loans or loan guarantees, and contracts. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug and alcohol treatment.

The Provider further agrees that the above language will be included in any sub-awards which contain provisions for the children's services and that all sub-grantees shall certify compliance accordingly. Failure to comply with the provisions of this law may result in the imposition of a civil monetary penalty of up to \$1,000 per day.

20. **Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion – Lower Tiered Covered Transactions.** The Provider agrees that any sub-grantee under this agreement, also known as a lower tier participant under federal regulations, shall sign the following Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion – Lower Tiered Covered Transactions:
- a. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
 - b. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.
21. **Nondiscrimination.**
- a. **Race, Color, and National Origin.** In accordance with Part 80 of Title 45 of the Code of Federal Regulations which effectuates Title VI of the Civil Rights Act of 1964, the Provider and any sub-grantee hereby assure that no person shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity funded under this Agreement.
 - b. **Handicap.** In accordance with Part 84 of Title 45 of the Code of Federal Regulations which effectuates section 504 of the Rehabilitation Act of 1973, the Provider and any sub-grantee hereby assure that no qualified handicapped person shall, on the basis of handicap, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity funded under this Agreement.
 - c. **Sex.** In accordance with Part 86 of Title 45 of the Code of Federal Regulations which effectuates Title IX of the Educational Amendments of 1972 as well as section 844 of the Educational Amendments of 1974, the Provider and any sub-grantee hereby assure that no person shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any educational program or activity funded under this Agreement.
 - d. **Age.** In accordance with Part 91 of Title 45 of the Code of Federal Regulations which effectuates the Age Discrimination Act of 1975 and except as may be specified in the Scope of Services of this Agreement, no person shall, on the basis of age, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity funded under this Agreement.
 - e. **Language Access Services.** In accordance with State and Federal laws, the PROVIDER shall ensure access, delivery and documentation of interpreter services to clients with Limited English Proficiency. The PROVIDER shall develop and maintain procedures that specify how Language Assistance Services will be delivered by the PROVIDER'S organization. The PROVIDER:
 1. Shall offer language assistance to individuals with limited English proficiency at no cost to the individual, document the offer, and whether the individual declines or accepts the language assistance;
 2. Is prohibited from requiring individuals to bring their own interpreters with them to orientation sessions, interviews or other appointments;
 3. Is responsible for the cost of the interpreters;

4. Shall document the offer of language assistance services and whether the individual accepted or declined the services; and
 5. Shall plan to accommodate a multicultural referral base that may speak any language other than English such as, but not limited to: Marshallese, Chuukese, Korean, Tagalog, Ilocano, Cantonese, Vietnamese, and Spanish.
 6. Shall submit a quarterly Limited English Proficiency (LEP) Report on a form provided by the Department that shall include at a minimum:
 - i) Number of LEP individuals who were offered language assistance services, and from that number, how many declined or required language assistance services;
 - ii) Primary language spoken by each LEP person;
 - iii) Type of interpreter service provided; and
 - iv) Name of interpreter (and agency, if applicable).
22. **Certification Regarding Lobbying.** The Provider and any sub-grantee shall sign and submit to State the Certification Regarding Lobbying as required by New Restrictions on Lobbying, Part 93 of Title 45 of the Code of Federal Regulations.
23. **Certification Regarding Program Fraud Civil Remedies Act (PFCRA).** The PROVIDER shall certify that the statements herein are true, complete, and accurate to the best of his or her knowledge, and that he or she is aware that any false, fictitious, or fraudulent statements or claims may subject him or her to criminal, civil, or administrative penalties. The official signing agrees that the applicant organization will comply with the federal terms and conditions of award if a grant is awarded as a result of this application.
24. During the term of this Agreement the parties will be renegotiating terms and conditions related to the performance of the PROVIDER including but not limited to measurable outcomes, benchmarks for monitoring timely and adequate provision of services, special reporting requirements, pricing methodology, units of service, unit rates, penalties, incentives, and bonuses. At the time of the renegotiation either party has the right to terminate this Agreement under General Conditions, paragraph 4.3 or 4.4 as applicable. Any amendments to this Agreement will not constitute a fundamental change as defined in §3-149-303(d) of Hawai'i Administrative Rules. A fundamental change is one which "is so great that a reasonable purchasing agency would in light of all the circumstances, re-procure the required services instead of amending an existing contract in order to assure that the state is receiving the most advantageous bargain."
25. PROVIDER acknowledges and agrees that STATE shall only compensate PROVIDER for services provided to referrals made by STATE, but that nothing contained in this Agreement obligates STATE to provide any such referrals to PROVIDER.
26. **§103F-401.5 Proposals and awards.** (a) No contract proposals shall be accepted from any applicant who lacks any license necessary to conduct the business being sought by the request for proposals, with the exception of proposals from applicants to operate a child care program required to be licensed pursuant to section 346-161.
 (b) Proposals submitted under this chapter shall include all costs, fees, and taxes, and any award or contract shall be for the amount of the proposal. No award or contract shall include any other payment, rebate, or direct or indirect consideration that is not included in the proposal, such as insurance premium or general excise tax rebates to or waivers for an applicant or bidder. [L 2010, c 69, §2; am L 2012, c 60, §1]

27. **Tax Clearance.** As a result of Act 190, SLH 2011 (HRS Chap. 103D,) the Internal Revenue Service (IRS) no longer issues paper tax clearances; therefore all HRS Chapter 103F providers are now required to register on Hawai'i Compliance Express for compliance verification.

CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Statement for Loan Guarantees and Loan Insurance

The undersigned states, to the best of his or her knowledge and belief, that: If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature

Title

Organization

ATTACHMENT G

ADMINISTRATIVE ASSURANCES

ADMINISTRATIVE ASSURANCES(RFP No.: SSD-13-POS-4000-SW Statewide)

If awarded a contract to provide the services specified in the RFP referenced above, I hereby assure that the following will be in place during the term of the contract:

1. Staff Development

A written training plan for Provider staff which:

- a. Promotes an understanding of the clients that the DHS serves;
- b. Promotes good practice;
- c. Familiarizes staff with the Provider's own program and agency policies and procedures; and
- d. Familiarizes staff with available resources in the community as applicable under the Scope of Work in Section 2 of the RFP and in support of the service activities in the provider's proposal.

2. Supervision

A written plan for supervising direct service staff. This plan will be consistent with the lines of supervision indicated on the Program Specific Chart in the contract.

3. Coordination of Services

A written plan to coordinate services with other agencies and with the DHS staff. The plan will include each of the following as applicable:

- a. Ongoing communication with the DHS staff about active DHS clients and notifying providers, especially regarding critical incidents or non-participation in the mutually agreed upon program plan;
- b. Providing information and referral of clients to other community resources if appropriate; and
- c. Identification of other programs and agencies that can serve as resources to clients.

4. Quality Assurance & Program Evaluation

A written quality assurance plan that addresses all of the following:

- a. How all of the outcomes on Form C in Section 2 of this RFP will be measured;
- b. The process of service delivery;
- c. Tools/instruments to be used to collect data on the impact of services in the client's life; and
- d. The process for making improvements or taking corrective action based on evaluation findings.

5. Criminal History and Protective Services Registry Checks

Documentation of criminal history State name check and CWS CA/N Registry check as required by the DHS, or appropriate waivers, in accordance with the standards in Section 5 of this RFP, will be in the personnel files of all staff and backup staff providing direct services to clients or having direct client contact. This includes direct services staff of any subcontractors.

6. Documentation of Utilization

Procedures to accurately track, document, and report contract expenditures and the units of service delivered to clients, Client Eligibility Lists, Activity Reports, and Expenditure Reports shall be submitted in a format and a timeframe as determined by the DHS.

7. Minimal English and Physical Limitations

For clients with minimal limited English proficiency and/or physical limitations:

- a. the agency shall develop procedures to ensure reasonable accommodation and delivery of services; and
- b. provide the DHS with reports on LEP clients in a format and according to a schedule determined by the DHS.

 SIGNATURE

 DATE

 TYPE OR PRINT NAME

 TITLE

 AGENCY

ATTACHMENT H

WORK PLAN FORMAT

To follow/be provided by way of addendum

WORK PLAN INSTRUCTIONS

The Work Plan is a comprehensive guide to services provided in this program. It should describe not only what services will be offered but how those services will be provided.

In the following table, complete Columns B, C, and D where blank. Column B should detail how the requirements in Column A will be met. If specific tasks have already been indicated in Column B, provide additional information to fully describe how these tasks will be accomplished. The title or position of responsible staff in Column C must be consistent with the position titles used elsewhere in the proposal such as in the program organizational chart and the section on staff qualifications. *For direct services staff specified in Column C, indicate backup staff to cover for the primary staff person responsible.* Column D pertains to the time line or schedule for completing specific service activities or tasks. It does not pertain to when policies and procedures will be developed or implemented.

For RFPs numbered in the Child Welfare Services series, service activities should be provided in a manner that is consistent with the following principles of family-centered practice:

- Service activities must be comprehensive, coordinated, and collaborative and provided in all designated geographic areas under the contract.
- Service activities must be culturally competent and appropriate and responsive to the strengths, needs, values and preferences of the child and family. They must be delivered in a manner that is respectful of and builds on the strengths of the family, the community, and cultural ties.
- Service activities must address the physical, social, emotional, and educational needs of the child and the family's ability to protect the child.
- Service activities must provide clear and attainable goals and objectives for each participant.
- Service activities must be individualized, addressing the unique capacities and needs of each child and family.
- Service activities must empower families to help themselves and to gain and maintain mastery and control over their ability to protect their children.

Refer to Section 2, 2.1 - 2.4 of this RFP for further information and guidance on specific service activities and tasks.

NOTE: A narrative format may be used instead of the table format below as long as specific tasks, responsible staff, and timeline or schedule are addressed for each service activity and program requirement in Column A.

Upon request, the table format below will be e-mailed to the Applicant. Contact the RFP contact person specified in Section 1, 1.6 of this RFP.

ATTACHMENT I

SAMPLE

PROGRAM AND FISCAL REPORT FORMATS

- 1. Quarterly Report Formats**
 - a. Activity Report (QAR)**
 - b. Staffing Changes (QSC)**
- 2. Monthly Client Eligibility List (MCEL)**
- 3. Monthly Expenditure Report Formats**
 - a. Report of Expenditures, DHS Form 210**
 - b. Personnel Cost, DHS Form 210A**
- 4. DHS Invoice Format**

QUARTERLY ACTIVITY REPORT (SAMPLE)

Department of Human Services

Social Services Division**Purchase of Services Office**Reporting Quarter: _____ 1st; _____ 2nd; _____ 3rd; _____ 4th. Fiscal Year: 2011-2012

Provider: _____ Contract No: _____

Program Name: _____

I. SERVICES PURCHASED:

SERVICE UNIT	Annual Goal	SERVICE UNITS DELIVERED DURING THE QUARTER			
		1st	2nd Month	3rd Month	YTD Total

II. PEOPLE NOT SERVED:

- How many people were not served (turned away) due to lack of available slots this quarter?

- How many people remained waiting (On waiting list) to be served at the end of this quarter?

Submit original and 2 copies

III. PEOPLE TO BE SERVED(Use groups as identified in **Form A** of the Contract/Agreement - PEOPLE TO BE SERVED)

PEOPLE TO BE SERVED	Annual Goal Proposed to be served for contract year (unduplicated).	Actual # of persons/families (unduplicated)	
		This Quarter	Cumulative YTD

IV.a. SERVICES (Use Services identified in **Form B** of the Contract/Agreement - SERVICES)

SERVICES	Annual Goal Proposed services for contract year.	Actual # of Activities Performed (unduplicated)	
		This Quarter	Cumulative YTD

IV.b. SERVICES (continued) - Additional Explanation of SERVICES and activities:

V.a. **OUTCOMES** (Use Outcome indicators from **Form C** of the Contract/Agreement - OUTCOMES)

[illegible]

Note: Explanations for problems in meeting program objectives should be recorded in the next section of the report.

V.b. **OUTCOMES** (continued) - Explain any problems in meeting program objectives.
(If the percent is 10% less than anticipated, provide an explanation. Use additional sheets if necessary.)

VI. **MAJOR ACCOMPLISHMENTS DURING THIS QUARTER**

(Use additional sheets, if necessary.)

VII. **PROBLEMS ENCOUNTERED DURING QUARTER AND CORRECTIVE ACTION TAKEN**

(Use additional sheets, if necessary.)

VIII. **STAFF CHANGES DURING QUARTER**

Attach Quarterly Staffing Changes (Form OSC 1)

IX. **PLANS FOR NEXT QUARTER**

Plans include anything new that provider will incorporate into the program.

(Use additional sheets, if necessary.)

Report prepared/submitted by:

Print Name

Title

Signature

Date

QUARTERLY STAFFING CHANGES

Attach a copy to the Quarterly Activity Report (DHS Form QAR 1)

1) Fiscal Year: <u>20</u> <u>-20</u>	2) Quarter: <u>1</u> st <u>2</u> nd <u>3</u> rd <u>4</u> th
3) Provider Name:	
4) Program Name:	
5) Funding Dept:	6) Contract #:

[illegible]

Form QSC 1 (01/00)

MONTHLY CLIENT ELIGIBILITY LIST (SAMPLE)

Fiscal Year:
Report Period (Month):
Contract No.:
Provider/Agency Name:

Client name or client #	Referral source	Service start date	Service end date	Service activity type	Staff position providing the service	No. of hours delivered for the period	Total cumulative hours delivered year-to-date

DHS 210 (SAMPLE)**REPORT OF EXPENDITURES**

Provider:

Contract No.:

Reporting Period Covered:

EXPENDITURE CATEGORIES	CONTRACT COST					
	BUDGET	ACTUAL			BALANCE	% EXPENDED
	TOTAL CONTRACT (a)	Prior Periods to Date Cumulative (b)	Current Reporting Period (c)	Contract Period to Date b + c (d)	a - d (e)	d/a (f)
A. PERSONNEL COST						
1. Salaries				0	0	0.00
2. Payroll Taxes & Assessments				0	0	0.00
3. Fringe Benefits				0	0	0.00
TOTAL PERSONNEL COST	0	0	0	0	0	0.00
B. OTHER CURRENT EXPENSES						
1. Airfare, Inter-Island				0	0	0.00
2. Airfare, Out-of-State				0	0	0.00
3. Audit Services				0	0	0.00
4. Contractual Services - Administrative				0	0	0.00
5. Contractual Services - Subcontracts				0	0	0.00
6. Insurance				0	0	0.00
7. Lease/Rental of Equipment				0	0	0.00
8. Lease/Rental of Motor Vehicle				0	0	0.00
9. Lease/Rental of Space				0	0	0.00
10. Mileage				0	0	0.00
11. Postage, Freight & Delivery				0	0	0.00
12. Publication & Printing				0	0	0.00
13. Repair & Maintenance				0	0	0.00
14. Staff Training				0	0	0.00
15. Subsistence/Per Diem				0	0	0.00
16. Supplies				0	0	0.00
17. Telecommunication				0	0	0.00
18. Transportation				0	0	0.00
19. Utilities				0	0	0.00
20.				0	0	0.00
21.				0	0	0.00
22.				0	0	0.00
23.				0	0	0.00
TOTAL OTHER CURRENT EXPENSES	0	0	0	0	0	0.00
C. EQUIPMENT PURCHASES					0	0.00
D. MOTOR VEHICLE PURCHASES				0	0	0.00
TOTAL EXPENDITURES	0	0	0	0	0	0.00
CONTRACT REVENUES RECEIVED						
FOR DHS USE ONLY:		DECLARATION: I DECLARE THAT THIS REPORT, INCLUDING ANY ACCOMPANYING SCHEDULES OR STATEMENTS HAS BEEN EXAMINED BY ME AND TO THE BEST OF MY KNOWLEDGE AND BELIEF IS A TRUE, CORRECT AND COMPLETE REPORT, MADE IN GOOD FAITH, FOR THE REPORTING PERIOD(S) STATED.				
		REPORT PREPARED BY:				
SIGNATURE OF PROGRAM REVIEWER	DATE	(PLEASE TYPE OR PRINT)			PHONE	
SIGNATURE OF FISCAL REVIEWER	DATE	SIGNATURE OF PROVIDER'S AUTHORIZED OFFICIAL:			Date	
		NAME AND TITLE (PLEASE TYPE OR PRINT):				

DHS/SSD 210 1/20/00

PLEASE SUBMIT ORIGINAL AND TWO COPIES

FMO/ACCTG, POS

State of Hawaii
Department of Human Services
 Social Services Division

INVOICE (SAMPLE)

Agency Name: _____

Address: _____

DHS Contract Number: _____

Annual Contract Amount: _____

Amount of Payment Requesting: _____

Fiscal year: _____

For the months of (check the appropriate block(s)):

1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
_____ July	_____ Oct.	_____ Jan.	_____ April
_____ August	_____ Nov.	_____ Feb.	_____ May
_____ Sept.	_____ Dec.	_____ March	_____ June

I Certify that the information contained hereinabove is in all respects true and correct, and that the disbursements being made are in accordance with the purchase of services contract.

Signature: _____

Date: _____

Title: _____

DHS USE ONLY:

Approved for Payment: _____ Yes

_____ No

By: _____

Date: _____

Program Specialist